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**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco**

Notice of Meeting and Agenda

Thursday, August 31, 2000
401 Van Ness Ave. #334
5:00 p.m.

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For 8/22/00

Members:

Jackie Landsman, Daniel Murphy, Bruce Oka, Norman Rolfe

AGENDA

1. Call to Order/Roll Call
2. Public Comment
3. Discuss goals and objectives of committee
4. Discuss and adopt committee mission statement
(ACTION)
5. Discuss and adopt committee action items (ACTION)
6. Review agenda items for next meeting
7. Adjournment

Disability Access

This meeting will be held in Room 335 at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' building). From the first floor lobby, take either elevator to the 3rd floor, make a left, and enter through Room 334.

The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni lines nearest the meeting location are the 42 Downtown Loop and 49 Van Ness-Mission. The closest Muni Metro stop is Van Ness station, where one can transfer to a 42 or 49. For more information about Muni accessible services, call (415) 923-6142.

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Written reports and background materials for calendar items are available for public inspection and copying at 401 Van Ness Ave, Room 334, during regular business hours.

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**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco**

Notice of Meeting and Agenda

Thursday, October 19, 2000
401 Van Ness Ave. #334
5:00 p.m.

Committee Members:

Jackie Landsman, Chair
Daniel Murphy
Bruce Oka
Norman Rolfe

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Council Members not members of this Committee:

Art Cimento
Carlota del Portillo
Joan Downey
Ellen Hayes
Steven Lee
Cynthia Low
David Pilpel
Bob Planthold
Linton Stables
Harry Stern

The MTA CAC and its committees may be contacted as follows:

Citizens' Advisory Council
Municipal Transportation Agency
401 Van Ness Ave Ste 334
San Francisco CA 94102-4524

(415) 554-4129 Voice • (415) 554-4143 Fax

Notices and agendas are posted on Muni's web site at <http://www.sfmuni.com/rider/cacindx.htm>.

Written reports and background materials for calendar items are available for public inspection and copying at 401 Van Ness Ave, Room 334, during regular business hours.

AGENDA

1. Call to Order/Roll Call
2. Public Comment
3. Review committee goals and objectives (ACTION)
4. Discussion with Muni Field Supervisor
5. Review current Muni reliability policies
6. Discuss and adopt committee action items (ACTION)
7. Review agenda items for next meeting
8. Adjournment

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20/00

**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco**

Notice of Meeting and Agenda

Wednesday, December 20, 2000
401 Van Ness Ave. #334
5:00 p.m.

Members:

Jackie Landsman, Daniel Murphy, Bruce Oka, Norman Rolfe

AGENDA

1. Call to Order/Roll Call
2. Public Comment
3. Presentation by Field Supervisor on Service Reliability Issues
4. Development of potential recommendations to be brought to full CAC (Action)
5. Review agenda items for next meeting
6. Adjournment

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Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco

Notice of Meeting and Agenda

Monday, August 27, 2000
5:30 p.m.

401 Van Ness Ave. #334
San Francisco CA

Members:

Joan Downey, Daniel Murphy, Bruce Oka, Norman Rolfe

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AGENDA

Call to Order/Roll Call
Public Comment
Staff Presentation: Cable Car Service & Reliability (ACTION ITEM)
Discuss goals, objectives, and action items of committee (ACTION)
Discuss and adopt committee mission statement (ACTION)
Discussion of items related to Service Reliability and Quality (DISCUSSION ITEM):
<ul style="list-style-type: none"> ◆ PSR process ◆ Bus cleaning standards ◆ DPT practices ◆ Service Standards methodology
Review agenda items for next meeting
Adjournment

NOTE: This Committee meeting may be attended by members of the Citizens' Advisory Council who are not members of this Committee. In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. All Committee action must be ratified by the full Council.

Previous group's objectives:

- ◆ Investigate schedule adherence;
- ◆ Bus cleaning standards;
- ◆ Review Passenger Service Report process.

From previous meetings

Mr. Oka suggested obtaining a report of historical service from Operations to determine the key causes of why buses are not running on time.

The Committee focused on the following ideas that would significantly impact reliability:

- ◆ Double the double parking fines;
- ◆ Place parking control officers on Muni buses.



San Francisco
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[return to list of CAC agendas and minutes](#)

≡ **Municipal Transportation Agency**
≡ **Citizens' Advisory Council**
≡ **Service Reliability and Quality Committee**
City & County of San Francisco

≡ **Notice of Special Meeting and Agenda**
Monday, May 14, 2001 at 5:30 PM
401 Van Ness Avenue, Room 335
San Francisco, California

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AGENDA

1. Call to Order/Roll Call
2. Chair's Remarks
3. Public Comment
4. Staff Presentations
 - a. Public timetable book production status (ACTION ITEM)
 - b. Overview of Public & Community Affairs activities (10 minutes) (DISCUSSION ITEM)
5. Discussion of Current Items related to Service Planning, Schedules, and Marketing (DISCUSSION ITEM):
 - a. Service Planning: Status of SOMA/Potrero Hill service changes
 - b. Schedules: Changes implemented for February 2001 and planned for June 2001 signups
 - c. Marketing: Status of Marketing Plan
6. Review agenda items and schedule the next meeting
 - Items pending: Busgraph presentation, New scheduling system, Marketing Plan
7. Public Comment

8. Adjournment (intended time: not later than 7:00 p.m.)

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Page last updated March 19, 2003.

Information last updated August 17, 2001.

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Special

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**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee / Committee of the Whole
City & County of San Francisco**

Notice of Special Meeting and Agenda

Monday, September 17, 2001

5:30 p.m.

1201 Mason St (at Washington)

Floor 2M, Assistant Superintendent's Office

San Francisco CA

Members:

Joan Downey (Chair), Daniel Murphy, Bruce Oka, Norman Rolfe

AGENDA

Call to Order/Roll Call

Public Comment

Tour of Cable Car Division (INFORMATION ITEM)

Discussion of Cable Car Service Design and Quality recommendations (ACTION ITEM)

Adjournment

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09-09-01 11:11 AM

Disability Access

This meeting will be held at 1201 Mason Street at Washington Street, San Francisco,

Accessible Muni lines nearest the meeting location is the Cable Car, 12 Folsom, 30 Stockton, 45 Greenwich and 27 Bryant. For more information about Muni accessible services, call (415) 923-6142.

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2/01

Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco

Notice of Meeting and Agenda

Monday, October 22, 2001
5:30 p.m.
401 Van Ness Ave. #334
San Francisco CA

Members:

Joan Downey, Daniel Murphy, Bruce Oka, Norman Rolfe

AGENDA

Call to Order/Roll Call
Public Comment
Staff Presentation: PSR, Maria Williams & recommendations (ACTION ITEM)
Cable Car Service & Reliability recommendations (ACTION ITEM)
Review agenda items for next meeting
Shall we move meeting date to 3 rd Monday? (ACTION ITEM)
Adjournment

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Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco

Notice of Meeting and Agenda

Monday, November 26, 2001

5:30 p.m.

401 Van Ness Ave. #334

San Francisco CA

Members:

Joan Downey, Daniel Murphy, Bruce Oka, Norman Rolfe

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AGENDA

Call to Order/Roll Call
Public Comment
<p>Cable Car Service & Reliability Recommendations (ACTION ITEM)</p> <p>considerations for recommendations:</p> <ul style="list-style-type: none">♦ use 3rd person to turn car around & watch passengers to give gripman more time off♦ cross train grip & conductor so that they can trade off during the day♦ increase the pay for physical labor & out in elements♦ devise physical entry test to eliminate those not fit♦ use a fallback crew
<p>PSR Review and Recommendations (ACTION ITEM)</p> <p>PSR Process, Notes from meeting with Maria Williams on 10/22/2001</p> <p>PSRs come in via email and phone calls (the majority) where the same information is collected:</p> <ul style="list-style-type: none">♦ Message♦ Date & Time of Occurrence♦ Location♦ Line Number♦ Vehicle Number♦ Direction of Travel♦ Employee ID Number or Name♦ Employee Description♦ Complainant's Name, Daytime Phone, Mailing Address, Email Address (if submitted online) <p>The complainant receives a letter within ?? days to say their complaint is being processed.</p> <p>The complaints about an operator are forwarded to the division manager within ?? days who determines if the complaint is valid (within ?? days). If so, an administrative hearing is set up with the customer, operator, union representative, and neutral hearing person (usually Muni management). More than 75% of the customers do not respond to the request for a hearing appearance, so the complaint is deemed not valid. In the hearing it is determined if the complaint is valid or not.</p> <p>The customer receives a letter about the outcome within ?? days of the hearing.</p> <p>The disciplinary action is set by the union contract (need clarification on this).</p> <p>Fewer than 30 operators generate about eighty percent of the operator-related complaints.</p>

There are 1000-1500 complaints/month. The ratio of operator conduct complaints to service complaints is about 2 to 1. This doesn't change except during period of very bad service, for example, during the meltdown it was 1:1.

Reports are sent to the division managers and all top management. They look for problem lines.

considerations for recommendations:

- ♦ Currently the first notice to the customer does not state the complaint and only refers to it by number. Add the complaint or a summary statement in the letter.
- ♦ If the complaint was not sent to a hearing because the division manager determined it did not warrant a hearing, no notice is sent to the customer. 1. Send a notice to the customer. 2. Treat all infractions as valid complaints and schedule hearings.
- ♦ Standardize treatment of complaints and information kept in database.
- ♦ During hearings require that the tape recorder be on through the entire hearing.

Review agenda items for next meeting

Adjournment

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**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco**

Notice of Meeting and Agenda

Thursday, ^{and} December 13, 2001
5:30 p.m.
401 Van Ness Ave. #334
San Francisco CA

Members:
Joan Downey (Chair), Daniel Murphy, Bruce Oka, Norman Rolfe

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AGENDA

DEC 16 2001

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Call to Order/Roll Call

Public Comment

Service and signage improvements to bus line #39 (Sue Cauthen) (ACTION ITEM)

Delagate to PSR process task force? (ACTION ITEM)

Review agenda items for 2002 meetings (DISCUSSION ITEM):

- ◆ Bus cleaning standards
- ◆ DPT practices
- ◆ Service Standards methodology
- ◆ ???

12-14-01 10:01 AM

Reset meeting day for 2002? (DISCUSSION ITEM)

Adjournment

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**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco**

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**Thursday, December 13, 2001, 5:30 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA**

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1. Call to Order/Roll Call

The meeting was called to order at 5:30 p.m.

Members Present: Joan Downey (Chair), Daniel Murphy, Bruce Oka, Norman Rolfe.

Staff Present: Paul Czechowicz

2. Public Comment – none at this time.

3. Service and signage improvements to bus line #39 (Sue Cauthen)
Sue Cauthen (CAC member) spoke about improvements to #39 bus. Ms. Cauthen proposed that Muni explores better signage for the #39. She will work with staff to put together some recommendations. The committee suggested that Ms. Cauthen work with Muni and DPT staff to develop recommendations for this bus line and report back to the committee with several alternative proposals including no-cost proposals.

4. Delegate to PSR process task force.

5. Review agenda items for 2002 meetings.

- a. January – Service Standards
- b. February – Service Standards presentation
- c. March – Department of Parking & Traffic/Service Planning
- d. April – Proof of Payment (POP) full presentation
- e. May – Station Operations
- f. June – Bus Cleaning
- g. July – Muni Inspectors

6. Service, Reliability & Quality meetings will be held the 4th Monday of the month in 2002.

7. Adjournment – 7:30

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**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco**

Notice of Meeting and Agenda

Monday, January 28, 2002
5:30 p.m.
401 Van Ness Ave. #334
San Francisco CA

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JAN 22 2002

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Members:

Joan Downey (Chair), Daniel Murphy, Bruce Oka, Norman Rolfe

AGENDA

Call to Order/Roll Call

Review and adopt minutes of 12/13/2001 (ACTION ITEM)

See attachment.

01-22-02P02:54 RCVD

Public Comment

Service and signage improvements to bus line #39 (Sue Cauthen) (ACTION ITEM)

Outstanding items (ACTION ITEM)

- ◆ Cable Car recommendations
- ◆ PSR request for information

Report from PSR task force (Dan Murphy/Bruce Oka) (DISCUSSION ITEM)

Van Ness BRT Corridor: should SRQ/CAC take a position? (ACTION ITEM)

See attached articles.

Service Standards methodology (DISCUSSION ITEM)

Please review the Proposition E Service Standards document resented to the CAC on August 2, 2001.

Next meeting on February 25, 2002

Adjournment

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Service, Reliability & Quality Committee (SRQC)

Monday, January 28, 2002, 5:30 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA

DOCUMENTS DEPT.

DRAFT MINUTES

MAR 20 2003

Call to Order/Roll Call:

The meeting was called to order at 5:33 p.m.

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Committee Members Present:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe.

Committee Members Absent:

Bruce Oka

Other Citizens' Advisory Council Members Present:

David Pilpel (CAC Vice Chair/Chair, Service Design and Marketing Committee)

Staff Present:

Debbie Denison (Superintendent, Performance Standards and Analysis).

Review and Adopt Minutes:

Minutes referred to the next meeting: December 13, 2001

Public Comment:

None at this time.

Outstanding Items (Discussion):

Service Standards Methodology. Debbie Denison (Superintendent, Performance Standards and Analysis) began by stating her understanding of this agenda item is that the Committee desires to review in terms of measuring Service Standards, current levels and propose recommendations for the forthcoming fiscal year and how Service Standards are measured. Ms. Denison referenced San Francisco Municipal Railway Department 4th Quarter FY 2000-2001 Service Standards document which was provided to the Committee during the August 2, 2001 Service Reliability and Quality Committee (SRQC) meeting. Ms. Denison indicated that the document How We Measure Service Standards, distributed to the Committee members, contained changes to some of the Service Standards items. Service Standard items that were revised are identified by a check mark and an explanation regarding the specific change is also provided in the document. The Chair requested that the document be reviewed item-by-item and each item was discussed as follows:

Item 1a. Regarding the Definition of Measurement, the Chair inquired would NEXTBUS data be included in the checking of service lines when measuring schedule adherences. Ms. Denison responded that NEXTBUS data should certainly be added, however, Ms. Denison was unsure as to how the data is currently collected and synthesized. A discussion among David Pilpel, Joan

Downey, Norman Rolfe and Ms. Denison occurred regarding how NEXBUS and Automatic Vehicle Locator (AVL) data could be used. Ms. Denison stated that there are two sources of data – Automatic Train Control System (ATCS) that monitors the subway, and NEXTBUS that governs the streets and Light Rail Vehicles (LRVs) as well. Ms Denison indicated recently approval had been given to award to NEXTBUS the AVL contract and there are going to be many ways in linking current and future systems to the AVL as a whole. The Chair indicated in combining the data from the two data sources, this would preclude the need for Muni to require employees to conduct service line checks. Mr. Rolfe commented that the information obtained from the two data sources could be compared against the bus/trolley and LRV service schedules. Ms. Denison stated that personnel (traffic checkers) would still be needed to determine load factors, pass-ups, and perhaps headway and on-time performance data. The Chair inquired would Item 1a's wording change if the use of all available data were required and if no additional time is incurred. Mr. Pilpel suggested, relative to NEXTBUS and ATCS, an additional report to the SRQC discussing the integration of AVL data be considered. Mr. Pilpel expressed that the report should address the applicability of using both NEXTBUS and ATCS data. Mr. Pilpel indicated that an explanation of AVL's methodology, commenting on how the AVL determines that a vehicle actually passes a time point at a particular time and what quality control exist prior to determining the use of AVL data as a statistical element in Service Standard Item 1a should also be included in the report. Mr. Rolfe stated that time points are definitely necessary and significant. Mr. Pilpel made note that as of last week's Finance meeting, the Board approval awarding the AVL contract to NEXTBUS has not been granted according to Gigi Harrington (Deputy General Manager, Finance and Administration). Mr. Pilpel indicated that it appears that Muni is not going to award the AVL contract for the moment pending the budget situation. Ms. Denison inquired if this non-approval applies to the full scope of the project? Mr. Pilpel indicated this was true. Ms Denison then stated, that the first year contract has been awarded.

The Chair summarized the for mentioned discussion by stating, if we can agree, we should be looking at the NEXTBUS data so that we can gather more information in an automated way.

Sue Cauthen inquired if NEXTBUS is still confined to just the Fillmore Line or has it been expanded. Ms. Denison responded that NEXTBUS is on both the Metro and Fillmore Lines, but if the AVL contract is awarded NEXTBUS will eventually be on all vehicles. Ms. Cauthen asked what was the price of the contract number. Ms. Denison stated it was about nine (9) million.

The Chair requested if any members had comments concerning Service Standards Item 1a.

Ms. Denison reiterated that the Service Standards document had been update and changes to the standards were identified with a check in the box and explanations were included on the revised copies provide to each Committee member. The Chair requested Ms. Denison provide a quick explication. Ms Denison began by stating that Ms. Susan Chelone (Metro Rails) is responsible for collecting a significant amount of data concerning on-time performance, load factors and headways. As a result of analyzing the data, certain trends were determined and based on the data analysis recommendations were made. The Municipal Transportation Agency (MTA) Board accepted the recommendations. From the analysis, it was discovered that Muni was not equally measuring the lines due to the greater number of motor coaches than trolley coaches. Last year Muni attempted to measure five lines each month for each mode of travel, so that fifteen lines per month were being measured. Changes to the measure of schedule adherence is that every month Muni will measure fifteen lines, but it will not necessarily be five

rails, five trolleys, and five motor coaches. Muni intends to measure two rail lines, three trolley coaches, nine motor coaches, and one special check of any line, therefore, allowing Muni to measure all the lines at least twice a year.

Mr. Pilpel commented that although the revised methodology attempts to equalize the checking of the various lines, there is still the potential for over sampling certain lines and under sampling others, and therefore, skewing the system-wide numbers. If, in fact, the goal is to check each line twice a year, which is a reasonable approach, then each line should be checked twice a year and line checks should be spread throughout the year to reduce or minimize the number of under sampling of service checks on other lines. Mr. Pilpel indicated he would rather just equalize the checks amongst the various lines. Mr. Pilpel further stated, he is interested in the system-wide number for the year, which is in fact is what's being measured, and minimizing the amount of potential skewing of the system-wide number for the year.

Mr. Rolfe stated that the revised Service Standards in Item 1a account for rail lines, which include cable cars, being checked at least once every four and one half months; trolley lines and coach lines every five and a fraction months; and motor coaches approximately every five to five and one half, maybe six months. Mr. Rolfe indicated, he would like to see a more even total of line checks, however, this may be the best that can be done.

Ms. Denison pointed out that with the special check every month, twelve times a year, Muni could conduct analysis of possible problem areas or review at a line and perform new service improvements. Scheduling has been reviewing lines that appear to be having problems and is focusing on identified problem areas.

Mr. Rolfe stated that currently checks are conducted every 4 1/2 months on rail vehicles, every 5 2/3 months on the trolley buses and every 6 months on the diesel buses. Mr. Rolfe then suggested instead of conducting a random sampling of 80 lines and with 15 lines being checked each month that leaves 5 1/3 months between checks, maybe each line could be checked every six months.

Mr. Pilpel reaffirmed, if in fact, if the goal is to check each line twice a year then each line should be checked once every six months and the line check repeated six months later then each line has been checked twice, somewhat randomly, within mode within the year. Mr. Rolfe commented that the same number of lines would not be checked every month.

Ms. Denison explained that with the Employee Incentive Program where incentives are relative to some of the Service Standards, particularly, Light Rail Vehicles (LRV) and Cable Car employees have to have a fairly representative number of lines from each mode measured every quarter. Ms. Downey stated that the quarterly requirements could be set in the corresponding six-month period.

Ms. Downey stated that the recommendation to Service Standard Item 1a would be to change it so that each line is checked twice a year.

Mr. Rolf commented, that what the recommendation means is that Muni would not be checking fifteen lines a month. That there will be some months in which fewer than fifteen lines would be checked. Mr. Pilpel stated that the checks would vary probably between 14 and 17 lines being checked.

Ms. Downey asked, should the data from random checks be used or not used in the Service Standards?

Ms. Denison stated that there is a reason Muni selects randomly which is a mandated reporting to the National Transit Database (NTD) and to the Federal Transit Administration (FTA).

Mr. Pilpel commented that the Definition of Measurement for Service Standard in Item 1a already has a random selection process requirement, and that there could be a random selection element within the plan as discussed. Mr. Pilpel noted, that on Page 2 of the How We Measure Service Standards, the columns System Wide (Excluding Cable Car) and the ATCS (Advance Train Control System) On-Time Performance Measurement numbers should not be reported.

Ms. Denison responded that the System Wide (Excluding Cable Car) numbers is not being reported and ATCS On-Time Performance Measurement numbers was not reported this year. Ms. Denison further explained that the copies of the How We Measure Service Standards provided only shows changes in the itemized Service Standards text. None of the statistical data has been revised.

Item 2a. The Chair commented that under the "Scheduled Service Hours percentages are calculated as follows:" a semicolon should be added after Missed hours in both places.

Item 3a. Ms. Denison indicated that the Charts "Scheduled Hours of Service and Equipment that are Delivered" and "Scheduled Hours of Service and Equipment that are Missed" are inverse data requirements. The Chair asked why isn't this item just dropped? Ms. Denison responded that the only two goals mandated by the City Charter are the 98.5% for expected service hours and 85% on time. Mr. Pilpel indicated that he believes that Item 3a has not been reported properly since the beginning. Mr. Pilpel stated, if the chart "Scheduled Hours of Service and Equipment that are Delivered" is suppose to indicate percentages of scheduled service hours that are delivered, based on runs not out due to no operator or no equipment and on runs that could be dispatched, but no relief operators are available while runs are in service, it has never been clear as to how that amount of missed service (other than runs that don't go out and runs that come in early for other various reasons) are reported internally and reflected in Item 3a. Ms. Denison responded that the information is captured, but the explanation can be expanded to explain all the elements.

Item 4a. Ms. Denison explained that Item 4a concerns pass-up checks which where statistically almost perfect numbers all through the past fiscal years. The Chair asked if Item 4a could be deleted, in that the load factors and the headways would probably pick up the same data. Mr. Rolfe commended that the load factors and the headways would not necessarily pick up the same data. Drivers make individual determinations as to how buses are loaded and the number of pass-ups is a very important measure to include.

Item 5a. Mr. Murphy stated that this item does not have a change indicated, however, unless there has been a change in the vehicle capacity, there is a strikeout of Vehicle Capacity numbers and replacement number added. Mr. Murphy then asked was this done to reflect a change in equipment or standards? Ms. Denison responded information is being aligned with the Short Range Transit Plan (SRTP), so that Schedules, Service Planning and Service Standards

are all using the same set of capacity numbers. Ms. Denison further explained that there are different sets of capacity numbers as specified in the manufacture's specification, the SRTP and used by Service Planning, and capacity numbers used by Scheduling, which are based on a more comfortable load. Mr. Rolfe inquired what are the standards/formulas used by the vehicles manufacture, by Service Planning and by Scheduling in calculating/determining Vehicle Capacity loads. Mr. Rolfe also requested that this information include the manufacture's, Service Planning and Scheduling allocated square footage per standing passenger based on the capacity of the vehicle and variance if vehicle is capable in transiting paratransit individuals? Mr. Pilpel indicated that Mr. Rolfe's request should be referred to staff for forwarding to the appropriate department for a response. Ms. Denison responded the replacement Vehicle Capacity numbers are all from the Short Range Transit Plan.

Item 6a. Ms. Denison indicated that this item had changed dramatically as to past reporting. The Charter is quite specific in requiring measuring of radial express, cross-town, secondary and feeder lines. Based on the SRTP, Muni had been measuring radial, express, cross-town and feeder lines. Having addressed measuring requirements to the Municipal Transportation Agency (MTA) Board and having discussed measuring requirements with some members of the Citizen's Advisory Council (CAC), the CAC members indicated it is not their intention to measure the real high-density lines. A new category of secondary lines was developed. There are a total of twelve lines identified as secondary lines and these lines are defined as lines that are radial lines with headways greater than ten minutes during peak hours of operations. The measuring of Express lines, i.e., the 38X, the 9AX, etc., were eliminated in the measuring requirement. Mr. Rolfe expressed that the majority of service problems occur on the radial lines and his dissatisfaction in the elimination of the radial lines from the measuring requirement. Mr. Rolfe further stated that the previous manner in which on-time performance of headway measurement was defined appeared to be better. The Chair questioned if the Express lines were measured in Item 1a and recommended that the measurement should be all-inclusive in either Item 1a or Item 6a. Ms. Rolfe commented that both items are important because of possible very uneven headways, which affects the percentage on-time.

Item 7a. The Chair indicated the Committee had no comment or changes.

Item 8a. The Chair indicated the Committee had no comment or changes. Ms. Denison expressed that at some point change should be considered. Ms. Denison stated that every year an automatic reduction of five percent of whatever is achieved on unscheduled absences by operator, mechanical and administrative personnel could reach a point in which a five percent reduction would be considered unreasonable and a cap could be imposed.

Item 9a. Ms. Denison indicated not change regarding this item. However, every year the Board has to approve the goals.

Item 1b. There were not comments or changes regarding this item.

Item 2b. The Chair requested a definition of "Other Fare Media". Mr. Pilpel directed Chair's attention to the items' Definition of Measurement. Ms. Denison explained that "Other Fare Media" does not include the discounted regular monthly fast-pass, but the different types of special passes, i.e., daily, weekly, the special "one free" and seven day passes sold to tourist. There were no changes regarding this item.

Item 3b. The Chair indicated that the Goal for this item is to increase hours and miles operated by 1.2% (based on 1.2% additional funding for new service. Ms. Downey asked, does this mean there is less funding and there is a decrease? Ms. Denison agreed with the Chair that this item has been a challenge in tying the goal. Ms. Denison stated when Item 3b was developed actually there was an increase in funding based on the service. The 1.2% is captured for this fiscal year as well. But the opportunities exist to develop new goals for next fiscal year for Item 3b.

Mr. Pilpel commented that the Committee should be careful in that some of the items are measures that can be improved and others are just operation statistics that have been fused together. The Service Standard goal concerning hours and miles operated by mode was to achieve a more regular external reporting. While there was a larger goal to increase the hours and miles, for Service Standard purpose the goal established in this item was not necessarily identified for increase. Ms. Denison responded that the establishing of a goal for Item 3b was a matter of choice. However, the intent was to correlate the established goal to a measurement.

The Chair then suggested that since the Committee has received a great deal of information concerning changes to the Service Standards and the Committee should continue discussion of Service Standards Methodology at the SRQC's next month meeting. Mr. Pilpel asked that should the Committee continue review the remaining items? Ms. Denison responded that there were no changes to the remaining items following the Committee's review in August of 2001.

Mr. Pilpel requested where possible, the CAC should ask staff to look at alternative ways to attempt to capture this information in a less costly manner. So, if the goal was to look at getting all service on the street, are there other data and methodology for gathering data that might yield similar results? Per the Committee's discussion regarding load factors, staff should be asked to research how load factors were determined and methodology and should load factors be adjusted based on peak operations? Mr. Murphy and Mr. Rolfe disagreed with considering load factors adjustments based on peak hours of operations and that the same standards should be applied throughout the day. Ms. Denison explained that ride checks are conducted at different points of the day and at least twice a week, and load factors are measured during these checks. The information is forwarded to Schedules. Mr. Pilpel requested what is the regular routine by which both the stand checks and ride checks are factored back into schedule analysis and development? Mr. Pilpel recommended that the Service Standards document should include a definitions section. Mr. Pilpel recommended that the quarterly reports should include a narrative explanation.

Item 7d. The Chair recommended that the chart "Muni Related Incidents Report" on page 26 should include a column showing the average for a quarter for the previous year, so that a comparison could be made of the totals listed.

The Chair commented that the narrative should describe differences in the report compared to last years report.

Mr. Pilpel stated that a narrative or brief explanation should be included where there are variants from the goal, where there is some significant or substantial change in actual from the previous quarter or same quarter previous year, and particularly where there is a corrective action suggested or warranted. As an example, Mr. Pilpel referenced the published timetable in which the milestone is shown, but there is not status as to the milestone being achieved.

Service and signage improvements to bus line #39. Ms. Cauthen began by stating that the issue is that the 39 Coit is woefully off schedule and very little ridership from the community is occurring. The signage regarding the 39 Coit bus service at Fisherman's Warf needs improvement and with better signage more people, especially tourist, would use the bus service to Coit Tower. Having met with Muni and the Department of Parking and Traffic representatives, Muni agreed to move an obscured sign and place signage on the bus shelter identifying the shelter as a boarding location for the 39 Coit bus route. Ms. Cauthen stated that Muni agreed to improve signage regarding the 39 Coit bus route at Fisherman's Warf, however, if a schedule is desired on the bus shelter, Viacom would have to grant permission. Also, path of travel signs were recommended between Pier 39 and the 39 Coit bus shelter located at Stockton and Northpoint. The Traffic and Parking Committee had obtained a request to apply for a grant of \$25,000.00 to subsidize the funding of a part-time Parking Control Officer (PCO) at Coit Tower to monitor automobile traffic and enforce parking regulations at Coit Tower. Northbeach Neighbors concurred with the discussed plans for improving access along the 39 Coit bus route, however, because of delays by the Telegraph Hill Dwellers the deadline for the grant submission passed. Ms. Cauthen suggested that Telegraph Hill Boulevard be closed to automobile traffic and identified as a transit only street. Committee members, discussed signage improvements and Telegraph Hill Dwellers concerns about signage as relayed by Ms. Cauthen. Mr. Pilpel summarized the discussion by stating that the solution possibly lies with the Department of Parking and Traffic (DPT) assigning a PCO to the area, more strongly worded signage pointing out the limited availability of parking, and brochures identifying the availability of parking garages in the area, as well as promoting ridership on the 39 Coit. Norman Rolfe suggested that a PCO be positioned at Grant and Lombard. This PCO would identify automobiles without an "A" sticker, provided the driver with a list of parking garages in the area and suggested that the garage services are used. Daniel Murphy suggested that some type of an advance reserve parking system be established to control parking at Coit Tower. Ms. Cauthen suggested that the PCO is position at the top of the hill to stop approaching traffic descending from Telegraph Hill Boulevard, allowing the 39 Coit access to the oncoming traffic lane until it arrive at Coit Tower. Mr. Rolfe indicated that there are safety issues regarding residents possible leaving from their private drives and impatient drives performing illegal U-Turns beyond the area in which the PCO is position halting approaching traffic. Ms. Cauthen indicated she would prepare a draft a letter for forwarding to DPT by the CAC. Mr. Pilpel commented that the CAC letter should request that Muni initiated discussions with DPT in solving the delay in the 39 Coit service resulting from automobile traffic to and from Coit Tower.

Outstanding Items. The Chair indicated that no response has been provided regarding the Cable Car recommendations and the PSR request for information and Ms. Downey will inquire as to response status at the next CAC meeting.

Passenger Service Requests (PSR) Task Force. Mr. Murphy indicated he will follow-up with Paul Czechowicz (CAC Liaison) in obtaining information on the PSR Task Force.

Van Ness BRT Corridor: should SRQ/CAC take a position? Mr. Rolfe moved the following recommendation:

Motion: It is recommended that exclusive transit lanes be established on Van Ness Avenue. In particular, the proposal to create Bus Rapid Transit (BRT) lanes in the center median should be supported by Muni Staff and policy makers.

Motion seconded and unanimously approved.

The Chair indicated that she had received a phone call referred to her by MUNI regarding the 30X Marina's inability to provide scheduled service and a desire to discuss as an agenda item for next month's meeting. Committee members ask for more information regarding this complaint. The Chair stated that complainant had been asked to write a letter to Muni with a copy to the CAC expounding on the problem; however, no letter had been received at this time. It was suggested that the complainant appear before the Committee during the Public Comment or write a letter outlining the service problems.

Mr. Pilpel inquired as to the Committee having discussed priority items of interest for the year. Mr. Pilpel suggested that the Committee consider having Muni staff from Central Control, Street Operations, Station Operations and from the PSR Unit address the committee explaining their individual functions, personnel manning levels, performance indicators, and regular reports each generates that could be beneficial to the Committee. The Chair indicated that specific agenda items have been identified and for the first two months the Committee's focus would be on the Service Standards.

Adjournment. Meeting adjourned 7:30pm.

Attachment:

Agenda Item – Service Standards Methodology:
– How We Measure Service Standards

0.38
5/02

**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco**

Notice of Meeting and Agenda

Monday, February 25, 2002
5:30 p.m.
401 Van Ness Ave. #334
San Francisco CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

AGENDA

02-26-02A11:43 RCVD

Call to Order/Roll Call

Review and adopt minutes of 12/13/2001 (ACTION ITEM)

See attachment.

Public Comment

Outstanding items (ACTION ITEM)

- ♦ Cable Car recommendations (Brendan Scanlon)
- ♦ PSR request for information (Maria Williams)

Service and signage improvements to bus line #39 (Sue Cauthen) (ACTION ITEM)

30 Stockton Express in the PM (ACTION ITEM)

called Jan 17: after 6PM very few busses; has anyone checked the number of passengers lately?

Operations Manual (ACTION ITEM)

Motion:

It is recommended that the Operations Manual section and/or separate list of vehicles subject to reassignment in the event a shortage in revenue vehicles exists be updated and kept up-to-date on an ongoing basis. (David Pilpel)

Report from PSR task force (Dan Murphy/Bruce Oka) (DISCUSSION ITEM)

Service Standards methodology (ACTION ITEM)

Continue discussion from January meeting & determine on which items we want to take action.

Future topics (DISCUSSION ITEM)

March – Department of Parking & Traffic/Service Planning
April – Proof of Payment (POP) full presentation
May – Station Operations
June – Bus Cleaning
July – Muni Inspectors
Other?

Next meeting on March 25, 2002

Adjournment

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**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco**

Notice of Meeting and Agenda

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5:30 p.m.

401 Van Ness Ave. #334

San Francisco CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

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03-19-02 02:04 PM
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Lobbyist Ordinance

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Service, Reliability & Quality Committee (SRQC)

Monday, March 25, 2002, 5:30 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA

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DRAFT MINUTES

Call to Order/Roll Call: The meeting was called to order at 5:30 p.m.

Members Present: Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe.

Members Absent: Bruce Oka.

Staff Present: Brendan Scanlon, Superintendent, Cable Car Operations
Maria Williams, Passenger Service Department
Vincent Dunlap, Secretary

Review and Adopt Minutes: Minutes referred to next meeting.

Public Comment: None at this time.

Outstanding Items (Action Item)

Cable Car Recommendations (Discussion Item)

Brendan Scanlon (Superintendent, Cable Car Operations) addressed the Committee commenting on cable car improvement recommendations contained in Linton Stables' (Chair, Citizen's Advisory Council (CAC)) letter of November 29, 2001 addressed to the Board of Directors, Municipal Transportation Agency (MTA). The Chair directed that a copy of the written response to recommendations be provided.

Mr. Norman Rolfe expressed his concerns regarding the Powell Street Lines headway being adjusted from eight (8) minutes to six (6) minutes as mandated in the Charter. Mr. Scanlon responded that the Charter is thirty (30) years old and there were arguments, both pro and con, to the ability to run at a six (6) minute schedule. However, prior to making a schedule change to a line, a thorough base-line check is performed to determine line travel time not only from the beginning to the end of the line, but for each stop along the line. Also, there are numerous considerations, such as time of day (traffic), staffing levels (operators and gripmen) and overtime-financial constraints that impact cable car operations.

Passenger Service Reports (PSR) (Discussion Item)

Maria Williams (Passenger Service Department) indicated that a partial written response had been provided to the Paul Cechowicz (CAC Liaison), which was missing the discipline component of your request for information. Ms. Williams commented on the union and division superintendents'

involvement in the PSR process, as well as record keeping responsibilities. Ms. Williams stated, currently, the Passenger Service Department is not privy to the actual nature of the discipline. Once a complaint goes through the neutral hearing process, the neutral hearing officer rules the complaint valid or invalid. The ruling is forwarded to the division superintendents who follow a discipline matrix specifically designed for PSRs. Since the Passenger Service Department has no involvement in the discipline process, the department's participation ends at this point.

Committee members expressed their concerns regarding the proposed method as to the manner in which PSRs are to be processed at the division level including the Division Superintendents' responsibility and union representatives' participation in the investigation and interview process, and how disciplinary action, when appropriate, would be determined and enforced. Ms. Williams provided a brief overview as to how to interpret the PSR quarterly report. Ms. Williams stated that the CAC recommended changes to the PSR process had been forwarded to Mary Travis-Allen (Coordinator, Passenger Service Request (PSR) Task Force). Ms. Williams commented that the CAC's recommendations are very similar to the PSR Task Force recommended proposal which is pending feedback and input from the Division Superintendents and Union Chairs.

The Chair requested a copy of the PSR Task Force proposed recommendations, and response to the draft recommended changes to the PSR. Ms. Williams indicated that she would ensure the PSR Task Force Committee Chair forwards a copy of the PSR proposal and is notified of the request for a response to the Council's recommended changes to the PSR.

Mr. Murphy requested that the CAC Representatives to the PSR Task Force be notified of any subsequent meetings of the PSR Task Force when the Division Superintendents' and the Union Chairs' input and feedback on the proposed PSR revised process are considered. Ms. Williams stated that notification would be sent to the CAC Secretary.

Service and Signage Improvements to Bus Line #39 (Action Item)

Background: Sue Cauthen began by stating that the #39 bus is unable to maintain its headways. In working with the Telegraph Hill Dwellers and the Northbeach Neighborhood Association the residents of the community are looking for ways to improve the service and ridership of the #39 Coit Bus. Having met with Muni (Peter Straus) and Department of Parking and Traffic (DPT) (Jerry Robins), proposed recommended changes to the #39 Coit Service were discussed. As a result of these discussions, Ms. Cauthen presented the Committee a draft letter recommending changes in the #39 Coit Service and moved the following motion for inclusion as a CAC Agenda Item for April 4, 2002.

Motions: **It is recommended that the draft letter regarding the #39 Coit Service be accepted with changes as discussed and is submitted as a CAC Agenda Item for April 4, 2002.**

Motion was seconded and unanimously passed.

30 Stockton Express in the PM (Action Item)

Background: Bus service incorrectly referenced as 30 Stockton Express and should be referred to as 30 Marina Express. Per telephone inquire received by Joan Downey (Chair) from

Ms. Amora Satre. As of January 17, 2002, Ms. Satre has noticed that the 30 Marina Express in the PM does not have sufficient number of buses in service. Further, there is a too long a wait between buses to transit the waiting public which continues to be a chronic service problem. The committee discussed the possibility of headway adjustments and assigning additional runs to the 30 Marina Express PM schedule to rectify the reported service problem. Ms. Downey moved that the following motion be inclusion as a CAC Agenda Item for April 4, 2002.

Motions: It is recommended that traffic check (passenger count) and review of the 30 Marina Express PM schedule is conducted to determine if headway adjustments or additional runs are needed to correct service deficiencies in the 30 Stockton Express PM route.

Motion was seconded and unanimously passed.

Operations Manual (Action Item)

Background: Referred to committee by CAC per motion made by David Pilpel. Motions referred due to question posed by Dan Weaver concerning who determines what runs are cut if there is no service on certain other runs. List of priority bus runs received by Dan Weaver was not current.

Discussion: Muni maintain on a continuous basis an up-to-date priority bus run list, revise current priority bus run list, ensure a consistent written policy exist, and that the CAC routinely receives updates to the list of priority bus runs. Mr. Murphy moved that the following motion be inclusion as a CAC Agenda Item for April 4, 2002.

Motions: It is recommended that the Operations Manual section and/or a separate list of vehicles subject to reassignment in the event of a shortage in revenue vehicles exists be updated and kept up-to-date.

Motion was seconded and unanimously passed.

Report from PSR Task Force (Discussion Item)

Daniel Murphy and Bruce Oka (Municipal Transportation Agency Citizens' Advisory Council Representatives to the PSR Task Force) have not attended meeting due to non-notification of scheduled meeting(s).

Service Standards Methodology (Action Item)

Status: Continue discussion to next meeting due to minutes not having been presented to committee for review.

Future Topics (Discussion Item)

Status: Future topics deferred one (1) month.

- April – Department of Parking & Traffic/Service Plan
- May – Proof of Payment (POP) - Full Presentation
- June – Station Operations
- July – Bus Cleaning

Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
Draft Minutes - March 25, 2002

August – Muni Inspectors

Next meeting: To be determined.

Adjournment: 7:30pm.

Attachment:

- Agenda Item - Cable Car Recommendation –
Linton Stables (Chair, MTA CAC) letter of November 29, 2001
- Sue Cauthen (Member MTA CAC) draft letter (Subject: 39 Coit)
-

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**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco**

Notice of Meeting and Agenda

Monday, April 15, 2002
5:30 p.m.
401 Van Ness Ave. #334
San Francisco CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

AGENDA

Call to Order/Roll Call

Review and adopt minutes of 1/21/2001 (ACTION ITEM)

See attachment.

Review and adopt minutes of 3/25/2001 (ACTION ITEM)

See attachment.

Public Comment

Outstanding items (ACTION ITEM)

- ♦ Cable Car recommendations – review attached recommendation and response letter
- ♦ PSR request for information – review attached request and response letter

Service and signage improvements to bus line #39 (Sue Cauthen) (ACTION ITEM)

Report from PSR task force (Dan Murphy/Bruce Oka) (DISCUSSION ITEM)

Service Standards methodology (ACTION ITEM)

Continue discussion from January meeting & determine on which items we want to take action.

Future topics (DISCUSSION ITEM)

May – Department of Parking & Traffic/Service Planning

June – Proof of Payment (POP) full presentation

July – Station Operations

August – Bus Cleaning

September – Muni Inspectors

Other?

Next meeting on May 27, 2002

Adjournment

NOTE: This Committee meeting may be attended by members of the Citizens' Advisory Council who are not members of this Committee. In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. All Committee action must be ratified by the full Council.

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Service, Reliability & Quality Committee (SRQC)

Monday, April 15, 2002, 5:30 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA

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Call to Order/Roll Call.

The meeting was called to order at 5:40 p.m.

Members Present.

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe.

Staff Present.

Vincent Dunlap, Secretary

Review and Adopt Minutes.

Minutes referred to the next meeting: January 28, 2002, March 25, 2002,

Public Comment.

None at this time.

Outstanding Items (Discussion)

Cable Car Improvement Recommendations. Michael T. Burns' (General Manager) memorandum of March 20, 2002 forwarded Mr. Brendan Scanlon (Superintendent, Cabal Car Division) responses to Linton Stables (Chair, Citizen's Advisory Council) letter of November 29, 2001. Discussion concerning recommendations and appropriate response is as follows:

Recommendation: Assign a starter at the Powell and Market, and Beach and Hyde turntables in accordance with paragraphs 184-186 of the Memorandum of Understanding (MOU) with Transit Workers Union (TWU) 250-A. The starter would also assist in turning the car around. Consider assigning a starter to the Bay and Taylor turntable to perform these duties at that location.

Response: This recommendation calls for starters at the various terminals. Staffing of these MOU mandated expeditor positions is described in the 250-A MOU. The hours of the assignment at Powell and Market were changed to 6:00 a.m. - 3:30 p.m. A "Turntable Assistant", who works from 3:30 p.m. to 1:00 a.m., covers the afternoon and night shifts. A "Turntable Assistant" staffs the turntable at Bay and Taylor during all hours of service.

Discussion. The Chair and Mr. Norman Rolfe indicated their satisfaction with action taken in response. Mr. Rolfe stated that starters are indeed assigned at the Powell and Market turntables. Mr. Rolfe recommended that sometime in the future the Committee should check

the Beach and Hyde, and the Bay and Taylor turntable to verify if starters and "Turntable Assistant" are assigned.

Recommendation: Enforce paragraphs 187-189 of the MOU with TWU Local 250-A.

Response. Paragraphs 187-189 deal with cable cars going to the boarding location in a timely manner. Muni is working hard (and successfully) to enforce this policy. (Note: referring to paragraphs in citing the MOU creates some confusion because there are inconsistencies in the different publications. I [Brendan Scanlon] advise referring to articles and section numbers.)

Discussion. Ms. Downey indicated that from her observation the enforcement of the policy has not been noticed on the California Line. Mr. Rolfe was in agreement and noted inconsistencies of policy enforcement at the Powell and Market turntable. Ms. Downey queried Committee members as to a need to follow-up regarding enforcement of policy. Mr. Rolfe stated that a follow-up would not be necessary at this time. However, if boarding complaints are received or Committee members observe policy non-enforcement, then follow-up would be necessary. The Chair agreed.

Recommendation: Cross train gripmen and conductors so they can trade off during the day. We understand that there are now persons qualified for both positions, there should be more.

Response. Muni has a "floating extra board" of ten (10) operators, as well as additional operators qualified as both conductor and grip. Missing service due to an imbalance in the crews is not a significant operating problem at this time.

Discussion. Mr. Rolfe stated that from his observation quite a number of grips and conductors have been cross trained and service has improved. Mr. Rolfe stated that it would be interesting to know the individual total number of grips and conductors assigned to Cable Car and of that total number, how many grips and conductors have been cross trained. He further commented that it appears that the conductors are stopping more frequently to board passengers, especially passengers/residents using cable car services along the Hyde Street Line, instead of passing them by. Yet, the basic problem is maintaining a balance between the number of grips and conductors needed for operating the cable cars on the line and maintaining scheduled run times. Mr. Rolfe, nonetheless, expressed his concerns regarding getting back to what is called the "legal schedule" and that he would pursue discussion with Mr. Scanlan.

Recommendation: Have a higher wage rate for cable car crews to compensate for the increased physical labor and exposure to the elements involved in the job. This could take the form of a percentage increase in the pay rate similar to that for night workers.

Response: The recommendation for a higher pay rate for cable car operators is a recommendation that will be reviewed during preparation for contract negotiations. Thank you for recognizing the physical demands and discomfort from exposure to the elements experienced by cable car operators.

Discussion: The Committee indicated their agreement with the response. Mr. Rolfe commented that a special pay such as that received by line trainers could possibly be affected.

Recommendation: Devise a physical strength test to be administered to applicants for cable car operators before starting further training. This would screen out persons not possessing sufficient physical abilities for these duties and reduce the dropout rate for cable car trainees.

Response: Muni recently purchased a dynamometer to measure strength and have manufactured a locking clamp to secure the dynamometer to the brake. Staff is in the process of testing the unit and developing minimum standards for a strength test. This test will be used to screen operators who are interested in transferring to cable cars and should result in a reduction of injuries, frustration and training time. Thank you for supporting this measure.

Discussion: Daniel Murphy requested that the Committee consider that a follow-up presentation by Brendan Scanlan (Superintendent, Cable Car Operations) be requested in six months as to the effectiveness of the dynamometer testing. The chair concurred with recommendation and directs that presentation be scheduled for Committee's October meeting. Mr. Rolfe suggested that the presentation not only address the dynamometer issue, but a follow-up on all cable car improvement recommendations and responses as contained in the November 29, 2001 letter.

Passenger Service Reports (PSR). Michael T. Burns' (General Manager) letter of March 22, 2002 responded to Linton Stables (Chair, Citizen's Advisory Council) letter of November 29, 2001 (Re: PSR Process). A discussion regarding response occurred as follows:

The Chair indicated that the response might be inconsequential since the entire PSR process is being revised and a detailed overview is not necessary at this time. Ms. Downey expressed her concerns regarding the accuracy of the PSR records keeping process and her personal displeasure in participating in the PSR process following a complaint she had previously submitted. Ms. Downey commented on her dissatisfaction in that the report was missing two other PSR in which one of the missing PSR was a commendation. Mr. Murphy commented that there is a problem with the process in which PSR are not responded to or acted upon, and the documented finalizations of the PSR are not accurate. Mr. Murphy suggested that a report of all PSR filed by Ms. Joan Downey be obtained. The Chair concurred.

The Chair directed a change in the agenda and that the report from the PSR Task Force be provided at this time.

Report from PSR Task Force. Mr. Murphy reported that the PSR Task Force will meet on Wednesday, April 17, 2001 at 10:00am and he plans to attend. Mr. Murphy requested that Mr. Bruce Oka is notified of the PSR Task Force meeting. The Chair requested Mr. Murphy provide the Secretary any minutes resulting from the PSR Task Force meeting.

The Chair reiterated that the Committee should suspend discussion concerning response to PSR Process until the overhauling of the PSR process is complete.

Mr. Murphy inquired if the committee had made any recommendations concerning the PSR process. Ms. Downey pointed out that the Chair's letter of November 29th contained a draft list of recommended changes to the PSR process and feedback was requested. However, no comment has been received concerning the list of draft recommended changes to the PSR process. Mr. Murphy indicated he would discuss this issue at the PSR Task Force meeting on Wednesday, April 17, 2002.

Review of Passenger Service Reports (PSRs) Quarterly Report. During the discussion of the PSR Quarterly Report, Committee members indicated a desire to submit a recommended change to the PSR Quarterly Report format. Mr. Murphy indicated that proposed change should be directed to individual responsible for Service Standards. Sue Cauthen suggested report should be benchmarked against the prior year, i.e., quarterly comparison would be more effective if compared against prior year's quarters. Mr. Murphy recommended comparing quarter on quarter, i.e., first quarter of one year against first quarter of the following year. At the request of the Chair, Sue Cauthen agreed to prepare a proposed revision to the format of the Passenger Service Reports Quarterly Report.

39 Coit Service. Ms. Cauthen requested follow-up by the Secretary in expediting the signing of the 39 Coit Service letter by the Citizen's Advisory Council's Chair.

Service Standards Methodology. Continue to next meeting due to minutes not having been presented to committee for review.

M-Line and N-Line Study By Rescue Muni. The Chair indicated that Rescue Muni has published a number of papers recommending the relocation of stop signs and combining certain stops on the N-Line, which would accelerate rail service on the M-Line and the N-Line. Per discussion between Ms. Downey and Mr. Murphy the Chair decided that papers would be distribute to Committee members for review and item will be placed on next meeting's agenda.

Future Topics (Discussion Item)

- | | | |
|-----------|---|---|
| May | – | Department of Parking & Traffic/Service Planning
M-Line and N-Line Study By Rescue Muni
Service Standards Methodology |
| June | – | Proof of Payment (POP) Full Presentation |
| July | – | Station Operations |
| August | – | Bus Cleaning |
| September | – | Muni Inspectors |
| October | – | Follow-up on Cable Car Improvement Recommendations (Michael T. Burns memo of March 20, 2002)
Passenger Service Reports (PSR) |

Next meeting: May 16, 2002

Adjournment: 7:30pm.

Attachments:

- Agenda Item - Cable Car Recommendation –
- Linton Stables (Chair, MTA CAC) letter of November 29, 2001
 - Michael T. Burns (General Manager) memorandum of March 20, 2002
 - Passenger Service Requests (PSRs) –
 - Michael T. Burns' (General Manager) letter of March 22, 2002
 - Linton Stables (Chair, MTA CAC) letter of November 29, 2001

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**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Notice of Meeting and Agenda

Thursday, May 16, 2002 at 5:30pm
401 Van Ness Avenue, Room 334
San Francisco, CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

The MTA CAC may be contacted as follows:

Citizens' Advisory Council
Municipal Transportation Agency
401 Van Ness Avenue, Suite 334
San Francisco, CA 94102-4524
(415) 554-6873 Voice (415) 554-4103 Fax

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**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Thursday, May 16, 2002 at 5:30pm
401 Van Ness Avenue, Room 334
San Francisco, CA

AGENDA

- | | |
|--|------|
| 1. Call to Order/Roll Call | 5:30 |
| 2. Review and adopt minutes: (Action Item) | 5:35 |
| 3. Public Comment | 5:40 |
| 4. Report of the Chair (Action Item) | 5:45 |
| 5. Report from Passenger Service Reports (PSR) Task Force Committee Representatives (Daniel Murphy/Bruce Oka) | 5:50 |
| 6. Presentations (DISCUSSION/INFORMATION ITEM) | |
| a. Passenger Service Requests (PSR) Task Force – Mary Travis-Allen (Coordinator PSR Task Force) | 5:55 |
| 7. Service Reliability and Quality Committee Motions of March 25, 2002: (ACTION ITEMS) | 6:15 |
| a. RECOMMEND THAT A TRAFFIC CHECK (PASSENGER COUNT) AND REVIEW OF THE 30 MARINA EXPRESS PM SCHEDULE BE CONDUCTED, AND HEADWAY ADJUSTMENTS MADE ACCORDINGLY. | |
| 8. Service and Signage Improvements to 39 Coit Service (ACTION ITEM) | 6:25 |
| 9. M-Line and N-Line Studies Conducted by Rescue Muni Metro Committee | 6:35 |
| 10. Service Standards Methodology (Action Item) | 6:45 |
| 11. Review of SRQC Information Request (Action Item) | 7:05 |
| 12. Committee Member's Question and Comments | 7:10 |
| 13. Future Topics (Discussion) | 7:20 |
| (a) May - Department of Parking and Traffic (DPT)/Service Planning | |
| (b) June - Proof of Payment (POP) Presentation | |
| (c) July - Station Operations | |
| (d) August - Bus Cleaning | |
| (e) September - Muni Inspectors | |
| 14. Next regular meeting June 24, 2002, 401 Van Ness, Room 334, 5:30PM | |
| 15. Adjournment | 7:30 |

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**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Service, Reliability & Quality Committee (SRQC)

Thursday, May 16, 2002, 5:30 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA

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FINAL MINUTES

1. **Call to Order/Roll Call.** The meeting was called to order at 5:40 p.m.

Committee Members Present: Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe.

Committee Members Absent: Bruce Oka.

Council Members Present: David Pilpel (MTA CAC Vice-Chair).

Staff Present: Marry Travis-Allen (Coordinator, PSR Task Force), Vincent Dunlap (MTA CAC Secretary).

2. **Review and Adopt Minutes.** The Chair stated that the Committee members' information package included copies of draft minutes for the year and suggested that the committee should review the June 3rd, June 24th and July 22nd minutes before the next meeting.

3. **Public Comment.** No members of the general public were present and no public comments were given at this time.

4. **Report of the Chair.** No report provided.

5. **Report from Passenger Service Report (PSR) Task Force Committee Representatives.** Referring to the Draft Passenger Service Report, Daniel Murphy indicated that the SRQC's recommendations as drafted were attached to the report. Mr. Murphy then asked Mary Travis-Allen (Coordinator, PSR Task Force) to brief the Committee, in general terms as to what is being done to change the PSR Process.

6. **Passenger Service Requests (PSR) Task Force Presentation.** Ms. Travis-Allen indicated the process has not been finalized and the proposal will be presented during the Tier One Staff Meeting next month. The Draft Passenger Service Report was provided to allow for MTA CAC input, as well as input from other entities. The review process is designed to bring the PSR process into the Divisions for the Union Representatives and the Division Superintendents to form a corporation that can effectively and timely resolve complaints at the division level. In discussing the PSR Intake process the Chair expressed the opinion that from the customers' perspective complaints reported as anonymous or single occurrence reports should not be dismissed. Information from such reports could quite possibly identify service issues and should somehow be captured in the database and reported on. David Pilpel expressed the opinion that PSR's are generally discussed in terms of operator specific complaints; however, the PSR process should equally include an acknowledgement for non-service and service delivery related complaints, i.e., transit shelter repair, unacceptable trends in bus service, early station closures, etc., which should be forwarded to a specific department



for resolution and a response. Also, anonymous complaints should be investigated and if substantiated appropriate disciplinary/corrective action taken. Ms. Travis-Allen explained the PSR's review primarily focused on complaints that could be immediately respond to in accordance with the Memorandum of Understanding (MOU) between the San Francisco Municipal Transportation Agency and the Transport Workers Union Local 250-A. A detailed discussion occurred concerning complaints, the hearing process, suggested corrective changes in the PSR process, and foreseeable required education and training of personnel in conducting the investigation of a PSR. The Chair suggested that the response letter to complainants should include a statement generally stating whether or not if disciplinary action was imposed or a general statement indicating if other corrective action was imposed. Mr. Pilpel suggested that aggregate numbers about the numbers of disciplines that has been imposed could become a part of the service standards or some other public report. The Chair suggested that quite possibly a disciplinary report could be mailed with the response to complainants. Mr. Murphy expressed concern regarding marginalizing the number of complaints or history of complaints submitted from any one particular passenger. The Chair expressed the opinion that the draft should include greater detail regarding customer interaction. Joan Downey indicated she would like to review the database construction - what items are being collected in the database and what reports are being produced. The Chair referenced the MTA CAC's first draft of recommended changes to the PSR process that was included in a letter to Michael Burns (General Manager) of November 28, 2001. In this letter it was suggested to use the 673-MUNI with a submenu to report a PSR by phone, the website link to the PSR process needs to be more obvious, the initial letter to a complainant should be a form letter sent within two business days signed by the PSR Clerk, and the final resolution should be sent to the customer within five days of resolution of the complaint indicating exactly what action/follow-up is to occur, ensuring protection of the privacy rights of the operator and customer. As Ms. Travis-Allen continued to review the Criteria Section of the Draft Passenger Service Reports, Ms. Downey expressed an interest as to how information is recorded in the data base, especially if the complaint is identified as "Dismissed". Ms. Travis-Allen stated that for the purpose of identification, the disposition "Dismissed" could be changed to "No Merit". Mr. Pilpel suggested that the draft include examples under each disposition of the complaint process ("Dismissed/No Merit", No Action, Action (Caused by repeat), Action (If after referral service have been attended) and Action (In the event a report is received that is serious in nature). Mr. Pilpel also expressed concerns about language issues and that the draft is designed more towards English. Ms. Travis-Allen directed the Committee's attention to Page 2 of the Draft PSR Report and stated the task force considered how to address PSR process in other languages. The Chair expressed a desire to see as a write-up in the PSR process as to how the PSR process interacts with the Inspectors' day-to-day function, decisions and reports. Mr. Murphy directed the Committee's attention to the MTA CAC SRQC PSR Process Recommendations of May 16, 2002 and a discussion of the recommendations occurred. The Chair agreed to incorporate the proposed SRQC PSR Process Recommendations of May 16, 2002 with the recommendations submitted in the letter to the General Manager of November 28th, 2001, and also include recommendations regarding database development necessary to implement the new level of PSR reporting and that the report should include details regarding interaction with customers as discussed.

7. Service Reliability and Quality Committee Motions of March 25, 2002. The Committee was provided a copy of the 30X-Marina Express - Service Check conducted September 2001 and January 2002. Requiring further explanation, the Chair stated that this item (RECOMMEND THAT A TRAFFIC CHECK (PASSENGER COUNT) AND REVIEW OF THE 30

MARINA EXPRESS PM SCHEDULE BE CONDUCTED, AND HEADWAY ADJUSTMENTS MADE ACCORDINGLY) be continued at the next meeting.

8. Service and Signage Improvements to 39 Coit Service. Sue Cauthen began with a brief overview of the 39 Coit Service concerns and reported that Mr. Bill Seelinger (Telegraph Hill Dwellers) is in the process of revising the draft plan per discussions during the last Committee meeting.

9. M-Line and N-Line Studies Conducted by Rescue Muni Metro Committee. The Chair expressed concern that no follow-up response to the study has been received and the Committee would continue to pursue this item.

10. Service Standards Methodology. The Committee noted the Service Standard Changes made in Fiscal Year 2001/2002 and commented on the further changes, as discussed during the Committee's January meeting, had been incorporated into the Service Standards for Fiscal Year 2002/2003. The Committee agreed that Debbie Denison (Superintendent Performance Monitoring and Analysis (Operations)) should address the Committee's concerns at its next meeting.

11. Review of SRQC Information Request. No additional request was submitted.

12. Committee Member's Question and Comments. No further questions or comments were provided.

13. Future Topics (Discussion Item). Following a discussion of future topics the Chair selected Proof of Payment (POP) Presentation for its next meeting. Mr. Pilpel suggested the Committee follow-up on PSR issues for next month. The Chair suggested that the Department of Parking (DPT) and Service Planning topic should be deferred until after the DPT merger.

14. Next regular meeting: June 3, 2002, 401 Van Ness, Room 334, 5:30pm.

13. Adjournment: 7:35pm.

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**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

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Monday, June 3, 2002 at 4:00pm
401 Van Ness Avenue, Room 334
San Francisco, CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

The MTA CAC may be contacted as follows:

Citizens' Advisory Council
Municipal Transportation Agency
401 Van Ness Avenue, Suite 334
San Francisco, CA 94102-4524
(415) 554-6873 Voice (415) 554-4103 Fax

NOTE: Members of the Citizens' Advisory Council who are not members of this Committee may attend this Committee meeting. In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

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**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Monday, June 3, 2002 at 4:00 – 5:00 pm
401 Van Ness Avenue, Room 334
San Francisco, CA

AGENDA (Special)

- | | |
|--|------|
| 1. Call to Order/Roll Call | 4:00 |
| 2. Review and adopt minutes: (Action Item) | 4:05 |
| a. SRQC Minutes of January 28, 2002 | |
| b. SRQC Minutes of March 25, 2002 | |
| c. SRQC Minutes of April 15, 2002 | |
| 3. Public Comment | 4:10 |
| 4. Report of the Chair (Action Item) | 4:15 |
| 5. Service Standards Methodology (Action Item) | 4:20 |
| 6. Next regular meeting June 24, 2002, 401 Van Ness, Room 334, 5:30PM | |
| 7. Adjournment | 5:00 |



Service, Reliability & Quality Committee (SRQC)

Monday, June 3, 2002, 4:00 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA

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DRAFT MINUTES

Call to Order/Roll Call: The meeting was called to order at 4:09 p.m.

Members Present: Joan Downey (Chair), Sue Cauthen, Bruce Oka, Norman Rolfe.

Absent Members: Daniel Murphy, (Chair, MTA CAC).

Staff Present: Susan Chelone, Transit Planner/Analyst (Schedule)
Deborah Denison, Superintendent Performance Monitoring and Analysis
(Operations)
Vincent Dunlap, Secretary

Review and Adopt Minutes.

Minutes referred to the next meeting: January 28, 2002, March 25, 2002, and April 15, 2002

Public Comment.

None at this time.

Report of the Chair. Joan Downey referred to the Committee discussions of January 28, 2002. The Chair stated that she had reviewed the Committee's Draft Minutes of January 28th and had prepared proposed resolutions for consideration regarding Service Standards as discussed at that time. Ms. Downey confirmed that Deborah Denison (Superintendent, Performance Monitoring and Analysis) had prepared the Service Standards document for the Committee's review and comments.

Service Standards Methodology. Ms. Denison began by distributing two handouts: Matrix of Service Standards Needing New Goals or New Language for FY 2003 and the How We Measure Service Standards – Third Quarter Service Standards FY 2002. Ms. Denison explained that the Third Quarter Service Standards for FY 2002 and a summary level were combined with how Muni measures Service Standards, and all comments from the Municipal Transportation Agency Citizens' Advisory Council's Service Reliability and Quality Committee (MTA CAC SRQC) Draft Minutes of January 28th were incorporated under the appropriate Service Standard. Ms. Denison expressed that her goal is to have the Service Standards recommendations ready for presentation at the June 6th Citizen's Advisory Council (CAC) meeting in preparation of calendaring Service Standards on the June 18th Municipal Transportation Agency (MTA) Board calendar. Ms. Denison stated that every year a review of Service Standard Goals that might require change, as well as any language in the Charter must be reviewed and approved before the end of each fiscal year. Ms. Denison requested that the Committee begin by reviewing the Matrix of Service Standards Needing New Goals or New Language for FY 2003, which address

areas of possible change to the Service Standards. Ms. Denison indicated, as an expert in the areas concerning on-time performances, headways, and road factors, Susan Chelone (Transit Planner/Analyst, Scheduling) is present to offer her thoughts and provide in-depth discussion as to better ways Service Standards can be tracked.

The Chair directed that as each Service Standard contained in the matrix be reviewed, discussed and compared, respectively, with the Committee's recommendations from the January 28th Draft Minutes.

Service Standard 1a. The Committee agreed with changes made in Service Standard 1a. However, Joan Downey inquired as to the status of the recommendation to include in Service Standard 1a the benchmark, "Investigate using automated data from NEXTBUS and ATCS to increase the data sampling and reduce cost. Because time points are necessary and significant, investigate the methodology used in quality control to determine when a vehicle passes the time point." Ms. Denison commented that the recommendation was an excellent suggestion and requested to defer the recommendation be to next year since the scheduling contract had recently been awarded for AVL and NEXTBUS and notice to proceed has not been given. Ms. Denison stated that although there are mini systems in place the unified system is not anticipated to be completed for at least a year, maybe two. The Chair commented, that however at this point, the benchmark should be included solely as a reminder in Service Standard 1a and its requirements should be taken into consideration for inclusion as the system is being developed. The Chair recommended that the benchmark remain as a component of the Service Standard 1a.

Following a discussion initiated by Bruce Oka in which he expressed concerns about the length of time required to fully develop the integrated systems, Ms. Denison explained the process in which systems are acquired and the data analysis requirements involved in developing an integrated data system. The Chair remarked that the one-to-two year development time appears to be quite reasonable. Ms. Denison added that it is planned that the MTA CAC receive a presentation in the near future, possibly in July, from the System/Application Integration Project Team on the complete plan as to how the mini systems will meet and how data will be extracted.

Service Standard 2a. It was agreed that only the minor clerical changes of adding a semicolon in both places after "Missed hours" required no further discussion and that no further changes to Service Standard 2a is necessary.

Service Standard 3a. The Chair posed the question of possibly eliminating Service Standard 3a. Ms. Denison explained that since the inversed "missed scheduled service", as well as the "received service" is part of the Charter, she recommended that Service Standard 3a remain. Following a discussion addressing David Pilpel's comments and recommendation during the January 28th Committee meeting to have the missed service information chart expanded to explain specifically the reason why service was missed, Ms. Denison explained that the input that goes into the percentage numbers chart is data compiled from the daily reports, compiled into weekly reports, compiled into monthly reports by division. Ms. Denison explained that only final numbers are provided and the categories provided for Service Standard 3a were identified as no operator available or no equipment. Ms. Denison commented that Peter Der (Senior Statistician, Operations) captures minute by minute the hours Muni misses service due to no operator or due to no equipment and that the superintendents have access to this detailed

information on a daily basis. Ms. Denison suggested that Mr. Pilpel meet with Peter Der (Senior Statistician, Operations) to discuss his concerns. Ms. Downey expressed the opinion that from the customers' perspective specifics as to why the service is missed may not be that important. Mr. Rolfe stated that from a management perspective knowing the details as to why a particular operator or a bus failed to show is important. Ms. Downey and Mr. Oka reiterate their view that from a customers' perspective knowing why a particular operator or bus failed to show is of little concern. Ms. Denison reaffirmed that the divisions superintendents all receive detailed daily reports that includes all the components.

Service Standard 4a. Susan Chelone, Transit Planner/Analyst (Schedule) remarked, given the manner in which data is gathered and recognizing pass-ups are an important significant issue, it is very difficult to capture pass-up data. She further explained that pass-ups occur randomly depending on the load factor of a coach, the decision of the operator, and the location in which the pass-up happens before and after the Maximum Load Point (MLP). The Chair commented that the numbers have virtually shown that there are almost no pass-ups. Ms. Chelone indicated that for the past year an estimate of over 2,800 hours has been spent in checker time. Ms. Denison commented in previous Committee discussions, the suggestion of pinpointing specific lines having overcrowding or identifying possibly 10 lines that have load factor problems then using the data from these lines would be more useful in measuring pass-ups. Ms. Chelone suggested a better measurement would be by looking at a combination of the overcrowding and missed service. Mr. Rolfe suggested using the lines documented under Service Standard 5a's "peak period passenger load factor" as a better measurement in identifying lines that should be considered for pass-up checks. Ms. Denison proposed using Service Standard 5a' "peak period passenger load factor" which identifies lines and load factors, then every quarter look to the previous quarter and take the five highest load factor lines and target the problematic lines for pass-up checks.

The Chair suggested that Passenger Service Reports (PSRs) could be checked regarding pass-up complaints and used as an indicator for checking a specific line. Ms. Denison explained in using the PSRs, a very specific guideline would have to be added and a method developed as to specifically how the information from the PSRs would be used. The Chair suggested the guideline might be worded to state, "If the five Maximum Load Point (MLP) lines correspond to pass-up complaints in the PSRs, then use those stops for the pass-up checks." Ms. Denison then asked about the component of those five maximum load point lines do not corresponding to pass-up PSR complaints. Ms. Downey replied, "If the five maximum load point lines do not correspond to pass-up complaints in the PSRs then use the one before the maximum load point."

Ms. Denison asked, as a matter of clarification, are we still going to start as the initial starting point to look at the five highest load factor lines because that's the baseline data? Then to take that data and looking at PSRs in that same quarter, that's going to determine where the checkers are going to go to actually measure the lines? Ms. Downey responded if those five lines correspond with any PSR then the checker would go there. Ms. Denison furthered her point of clarification by stating, and then if not, then revert to our current method.

The Chair then stated that the Committee had not included the specifics concerning the five highest load lines in the recommendation (motion). Mr. Oka moved that the recommendation (motion) be amended to include the following which was seconded by Mr. Rolfe:

Motion: Regarding Service Standard 4a, the five lines that have the highest peak load factors percentages from the previous quarter.

The amendment to the motion passed unanimously.

The Chair recommended, Bruce Oka moved and Mr. Rolfe seconded the following recommendation (motion):

Motion: Service Standard 4a should include developing a benchmark using the Passenger Service Reports (PSRs) in identifying pass-up checkpoints. Using Service Standard 5a' "peak period passenger load factor", which identifies lines and load factors, every quarter review the previous quarter and use the five highest lines load factor percentages and target identified lines for pass-up checks. If the five Maximum Load Points (MLP) lines correspond to pass-up complaints line locations (stops) identified in Passenger Service Reports for that quarter, then use those lines locations (stops) for pass-up checks. If the five MLP lines do not correspond to pass-up complaints locations (stops) identified in the PSRs then use the location (stop) before the MLP.

The motion passed unanimously.

Ms. Chelone asked, as a matter of clarification, so we have these five lines, we know what they are and we are going to check them just once during that coming quarter? How many times do we check them? Ms. Denison explained that the Charter states how often the checks are to be conducted. The Chair expressed the opinion that the timing should be the same as in the Charter, it's just you have fewer lines that are being checked. Ms. Chelone indicated it raises the issue of limiting the time periods and suggested that the checks occur during the AM and PM peaks or just during the PM peak check. Ms. Chelone indicated that the majority of pass-ups occur during the PM peak and suggestion that the check of the five lines be performed each month during the PM peak. The Chair suggested that the check also pick the highest five lines during that time period.

The Chair then indirectly stated that Service Standard 4a is settled. Mr. Rolfe concurred. The Chair then stated that, "then adding to the motion for picking the top five lines it was also the peak that shows the highest load peak period."

No discussion of Service Standard 5a took place.

Service Standard 6a. Ms. Denison indicated that the headway goal this year is currently 85%, which is, suppose to be increased to 90% for the coming fiscal year. Ms. Denison indicated that Muni staff is recommending that the goal's cut-off remain at 85% in that Muni is far from achieving that goal. The Chair expressed concern about not changing the goal because of the inability in achieving the goal. Ms. Denison explained the window of time is too small for achieving the goal when the measurement of a line has ten (10) minutes of a headway window. Ms. Downey stated in previous discussions the Committee's understanding was to measure the lines by either Service Standard 1a or Service Standard 6a. And, the lines that have the most frequent headway would not be measured in Service Standard 6a. Ms. Chelone commented that the previous measurement discussion concerned only the radial lines and certain cross-

town lines that have small headways. She added what was deleted was the major radial lines. Ms. Denison commented that basically the light rail vehicles were deleted and Ms. Chelone added that the 14 and 38 lines were also deleted. The Chair commented that if the lines have a really small headway, regardless of the type of line, maybe it does not make sense to measure those lines. Ms. Denison stated that another thought was that anything less than ten (10) minutes of headway would not be measured. Mr. Oka agreed. Mr. Rolfe expressed his understanding of the problem concerning the headway measurement and articulated his concern over bunching of vehicles on the lines, and that even short headways could become fouled. Ms. Chelone explained that if a six (6) minute headway is established, 30% on either side of the headway window only gives one (1) minute plus or minus, so only a two (2) minute window exist. But, with a twenty (20) minute headway, six (6) minutes on either side of the headway window creates a twelve (12) minute window. She added, the wider the headway the higher the headway appearance standard. Mr. Rolfe indicated that a potentially serious problem could exist because if a particular line has a twenty (20) minute headway and the trip is missed then an addition twenty (20) minutes or more wait occurs. Mr. Rolfe suggested assigning some absolute number of minutes within some absolute number of minutes of the headway. Ms. Denison indicated that this measurement had no guidance from the Charter as to how the measurement was to be made and the 30% was arbitrarily selected. Chelone indicated, that there are two different measurements, vis-à-vis, 100% schedule adherence and 0% headway adherence that could show the exact opposite on the line. The Chair then asked which is the preferred, using the set (absolute) numbers of minutes or getting rid of the 10 lines. Mr. Rolfe suggested that the specific number of minutes off headway was preferred. Ms. Chelone commented that the suggestion does not affect a significant change, but does dramatically lower the headway window for those lines that have wider headways creating a decrement in the on-time ratio. Ms. Chelone commented apparently the operators are being asked to perform two different tasks; operate the schedule and operate the headway. Mr. Rolfe disagreed. He stated the operator tries to keep the schedule and has no control over other vehicles on the line, but the inspector does. Ms. Downey commented that the Inspectors' performance is being measured. Ms. Chelone commented that the inspector would have to consider two different requirements - maintaining schedule or maintaining headway. The Chair indicated the headway is more important to the customer. Mr. Rolfe indicated that Ms. Chelone's made a good point. However, in the interest of keeping the in services as good as possible, Mr. Rolfe proposed the following recommendation (motion):

Motion: Service Standard 6a be changed from percentage to a fixed number of minutes and that two (2) minutes is the fixed number.

While making the recommendation (motion), Mr. Rolfe indicated that Ms. Chelone was uncomfortable with the two (2) minute fixed number. Ms. Chelone indicated that two (2) minutes would make the headway adherence even tighter than schedule adherence, which has a five (5) minute window to make. Ms. Cauthen suggested a four (4) minute fixed number. Mr. Rolfe articulated his dislike of the schedule adherence and expressed his opinion that the schedule adherence should be tighter. Mr. Rolfe stated that that the four (4) minutes late is viable, however, but the one (1) minute early is unacceptable. Mr. Rolfe commented that the headway should be Zero (0) minutes early if the fixed number is to be changed to four (4) minutes late. The Chair asked Mr. Rolfe if the headway adherence should be made the same as the schedule adherence; make the headway adherence five minutes? Mr. Rolfe responded that the lines could be off schedule but the headways could be correct. Ms. Chelone suggested for convenience plus or minus (+ /-) three (3) minutes. Ms. Cauthen again suggested that the

fixed number of minutes be four (4) minutes. The Chair commented that four (4) minutes is too much.

Ms. Cauthen questioned if the major radials should be included. The Chair asked if the major radials were deleted? Ms. Denison replied that it was agreed that it was never the intention to measure the major radials. Mr. Rolfe added only the lines with the long headways should be included in the measurement. Ms. Cauthen asked if the Committee desired change the checks to be conducted from the no less often than 10 weekdays and weekends per check or do we want to just say only those that have more than ten (10) minute peak headway. The Chair indicated that it should be the same as the one that are currently indicated.

Mr. Rolfe clarified that the motion for Service Standard 6a should state, "Instead of using a percentage of the headway for adherence use a flat (fixed) number of minutes, which is three minutes." Ms. Cauthen and Ms. Downey added that the flat (fixed) number is plus or minus three minutes still all over the lines.

Ms. Cauthen stated she would second whatever Mr. Rolfe wants to recommend. Mr. Rolfe then stated that he would compromise on three (3) minutes.

Ms. Denison asked is the Committee was willing to recommend that the goal remain at 85%? She explained that initially four years worth of goals had to be identified and at that time the measurements were arbitrarily set using available limited information, the goal of 85% may have been overly zealously set. Since Muni has attained a percentage of goal far below the established 85% and that this year's goal is 85%, next year's is 90%, and the following years goal is 95%, Muni staff is recommending that the goal remain at 85%. Ms. Downey asked what is the impact of the recommended change to the service will have on the goal? Ms. Chelone and Ms. Denison agreed that the Committee's recommendation concerning Service Standard 6a would lower the percentage of goal attained in the coming fiscal year. The Chair stated that keeping the goal at 85% for one more year is acceptable and solicited Committee members opinions. Mr. Rolfe was in agreement.

The Chair stated that since the headway adherence is recommended is more stringent and next year the Committee will again closely review this standard, Ms. Downey called for a vote to amend the passed recommendation (motion) regarding Service Standard 6a to read as follows:

Motion: Service Standard 6a be changed to instead of using a percentage of the headway for adherence use a fixed number plus or minus (+/-) three minutes for all lines and that the 85% headway percent goal not be changed for the next fiscal year.

The motion passed unanimously.

Service Standard 7a: After discussion that the change recommended in the January 28th minutes identified as 7d actually should applied to Service Standard 7a, the Committee recommended that Service Standard 7a should include a column showing the average for a quarter for the previous year, so that a comparison could be made of the totals listed. Ms. Denison stated that currently is showed is as we progress through the full fiscal year the AM & PM Vehicle Availability. The Chair stated by adding a column with the previous year's quarter data, a comparison of the current quarter with the previous fiscal year's quarter could be made.

Ms. Denison stated that the recommendation is basically a cosmetic change that is certainly doable. However, she indicated that the problem is with all the data the chart is becoming crowded. Following the Chair's request for Committee members' opinions as to the necessity for the additional column of previous quarter data, it was agreed that Service Standard 7a not be changed.

Service Standard 8a. Ms. Denison indicated that the Committee's only recommendation was that the unscheduled absenteeism goal is not set below 5%. The Chair inquired as to the Committee's general comments as previously discussed that the narrative should describe differences in the report compared to last year's report.

Service Standard 9a. Ms. Denison indicated this recommendation concerns MBF and NDBF, which is New Distance Between Failure or Miles Between Roadcalls. She stated that this year Muni has to present a new goal for the fiscal year and also quarterly goals in which both goals are tied into the Employee Incentive Program. A discussion of division goal assignments for the coming fiscal year and analysis of the different coach data that has had an effect on results occurred. Ms. Downey expressed her concern in changing goals when assigned goals are not achieved. She suggested that Service Standard 9a might need to be a measurement of how Maintenance and the individual responsible for vehicle procurement are performing. Ms. Denison indicated that goals for the Woods and Kirkland Divisions had been over estimated for this standard and in some areas goals have been raised in which there are stable fleets. She commented that the varying factors of the different types of coaches introduced into the Fleet, and that in some cases, Muni's had been overly optimistic in determining projected performance. Preferable, by assigning more reachable goals in these problem areas and as adjustments/improvements are made, projected goals will be increased. Ms. Denison stated that the measurement is made by NTD, the Federal Transit Administration, which has been strictly a maintenance issue.

The Chair indicated if Maintenance is being measured then the standard should reflect the current fleet composition. However, if this measurement should also measure Management and the kinds of choices concerning vehicle procurement and the impact of those choices, then the Committee should not recommend changing the goals. Mr. Rolfe indicated that there are two components that are problematic – bringing on line new equipment that frequently has designer/manufacturers' problems and the processes of working out these problems. The Chair then suggested that the different kinds of vehicles at each division have a different goal assigned. Ms. Denison explained in having the goal connected with the Employee Incentive Program, one divisional overall goal is required. The Chair indicated by determining the goal for each type of vehicles in the Fleet and the percent of vehicles are in that division. Ms. Denison stated that currently there are new vehicles being assigned into each division the time element of how quickly vehicles are being accepted would have an impact in determining goal as the Chair indicated.

The committee agreed to accept measurements contained in Service Standard 9a. The Chair suggested that maybe next time when the Committee reviews the standards a breakdown of what percent of the different kinds of vehicles in the different divisions be provided to better understand the numbers.

System Performances 1b, 2b and 3b. Ms. Denison provided background as to how numbers were originally determined for system performance goals. She stated that a budget goal for

"fare revenue generated by mode" to increase fare revenue overall by \$1.6M was indicated, revenue goal for "Hours and Miles operated by mode" depends on verification with Scheduling providing more information, and revenue goal for "Expenses incurred by mode" has never been tracked in that manner and recommended changing the language to "budget verses actual." Mr. Rolfe commented even though more services quite possibly could not be put on the streets due to the economy, if more passengers were riding especially during peak hours, he would like to see that goal increasing 2% per year, and that Marketing involvement would be needed.

The Chair recommended that the 2% goal for System Performance 1b remain.

The Chair then indicated a review of a few general recommendations gleaned from the Committee minutes of January 28th.

Recommendation: Investigate alternative way to capture information in a less costly manner.

Ms. Denison commented that one of the ways capturing information in a less costly manner could be achieved by reducing the number of man-hours required in performing service checks as discussed.

Ms. Downey then called for the following recommendation (motion) that was moved by Ms. Cauthen and seconded by Mr. Rolfe:

Motion: MUNI should investigate alternative ways to capture information in a less costly manner.

The motion unanimously passed.

The Chair recommended that the following be included as a narrative with the recommendation (motion), which was moved by Ms. Cauthen and seconded by Mr. Rolfe:

Motion: When there is a variant from the goal describing the differences from last year when there is some significant or substantial change in the previous quarter or the same quarter last year and when corrective action is suggested or warranted. Also include a definition section (a glossary of acronyms and specific terms) in the Service Standards document.

The motion unanimously passed.

Adjournment: 5:43pm.

Attachments:

How We Measure Service Standards – Third Quarter Service Standards FY 2002
Matrix of Service Standards Needing New Goals or New Language for FY 2003

0.38
24/02
21

**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Notice of Meeting and Agenda

**Monday, June 24, 2002 at 5:30 – 7:30pm
401 Van Ness Avenue, Room 334
San Francisco, CA**

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

The MTA CAC may be contacted as follows:

Citizens' Advisory Council
Municipal Transportation Agency
401 Van Ness Avenue, Suite 334
San Francisco, CA 94102-4524
(415) 554-6873 Voice (415) 554-4103 Fax

NOTE: Members of the Citizens' Advisory Council who are not members of this Committee may attend this Committee meeting. In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

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**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Thursday, June 24, 2002 at 5:30 – 7:30 pm
401 Van Ness Avenue, Room 334
San Francisco, CA

AGENDA

- | | |
|---|------|
| 1. Call to Order/Roll Call | 5:30 |
| 2. Review and adopt minutes: (Action Item) | 5:35 |
| a. May 16, 2002 | |
| b. June 3, 2002 | |
| 3. Public Comment | 5:40 |
| 4. Report of the Chair (Action Item) | 5:45 |
| 5. Passenger Service Requests (PSR) (ACTION ITEMS) | 5:50 |
| a. Passenger Service Requests (PSR) Task Force – Mary Travis-Allen
(Coordinator PSR Task Force) | |
| b. Report from Passenger Service Reports (PSR) Task Force Committee
Representatives (Daniel Murphy/Bruce Oka) | |
| 6. Service Reliability and Quality Committee Motion of March 25, 2002: (ACTION ITEMS) | 6:45 |
| Motion: RECOMMEND THAT A TRAFFIC CHECK (PASSENGER COUNT) AND
REVIEW OF THE 30 MARINA EXPRESS PM SCHEDULE BE
CONDUCTED, AND HEADWAY ADJUSTMENTS MADE
ACCORDINGLY. | |
| 7. Service and Signage Improvements to 39 Coit Service (ACTION ITEM) | 6:55 |
| 8. Service Standards Methodology (Action Item) | 6:45 |
| 9. Review of SRQC Information Request (Action Item) | 7:05 |
| 10. Committee Member's Question and Comments | 7:10 |
| 11. Future Topics (Discussion) | 7:20 |
| (a) June - Proof of Payment (POP) Presentation | |
| (b) July - Department of Parking and Traffic (DPT)/Service Planning | |
| (c) ? - Station Operations | |
| (d) ? - M-Line and N-Line Studies Conducted by Rescue Muni Metro Committee | |
| (e) August - Bus Cleaning | |
| (f) September - Muni Inspectors | |
| 14. Next regular meeting July 29, 2002 , 401 Van Ness, Room 334, 5:30PM | |
| 15. Adjournment | 7:30 |

Disability Access

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Service, Reliability & Quality Committee (SRQC)

Monday, June 24, 2002, 4:00 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA

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DRAFT MINUTES

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1. **Call to Order/Roll Call.** The meeting was called to order at 5:38 p.m.

Members Present: Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe.

Members Absent: Bruce Oka

Staff Present. Mary Travis-Allen (Coordinator Passenger Service Requests (PSR) Task Force, Vincent Dunlap (MTA CAC Secretary).

2. **Review and Adopt Minutes.** Minutes referred to the next meeting: January 28, February 25, March 25, April 15, May 16, and June 3, 2002.

3. **Public Comment.** No members of the public present.

4. **Report of the Chair.** Joan Downey (Chair) indicated no report is provided at this time.

5. **Report from Passenger Service Requests (PSR) Task Force Committee Representatives.** The Chair called for Agenda Item 5b in which Daniel Murphy reported that as a Task Force Committee Representative he had nothing to report in that there has not been any additional meeting to which he has been invited.

6. **Service Reliability and Quality Committee Motion of March 25, 2002.** The Chair called for Agenda Item 6 which concerns the following motion:

Motion: RECOMMEND THAT A TRAFFIC CHECK (PASSENGER COUNT) AND REVIEW OF THE 30 MARINA EXPRESS PM SCHEDULE BE CONDUCTED, AND HEADWAY ADJUSTMENTS MADE ACCORDINGLY.

Ms. Downey indicated that as discussed during the Committee's May 16th meeting, it was concluded that Muni Staff representation was to be invited to attend today's meeting to discuss and provide the results of the recommended traffic check concerning the 30 Marina Express PM Schedule. Committee members were provided copies of the 30X-Marina Express-September 2001 and January 2002 traffic check report. Following a discussion of the traffic check report, as provided, Mr. Murphy commented that the report was not self-explanatory and that Committee members had difficulty in interpreting the data contained in the report. Mr. Murphy then suggested that the motion should be referred as an agenda item at the next Committee meeting, and that it would be helpful if Muni Staff were present to explain the process involved in generating the report. Subsequently, the Committee would be better informed in

determining if a recommendation to the Council would be appropriate. Vincent Dunlap (Secretary) explained that it had been recommended to Paul Czechowicz (MTA CAC Staff Liaison) that Muni Staff representation had been requested to attend today's meeting to address Committee members concerns regarding this agenda item.

7. **Service Standards Methodology.** The Chair called for Agenda Item 8 and indicated that the Committee's recommendations had been provided to Deborah Denison, Superintendent Performance Monitoring and Analysis (Operations) during the Committee's Special Meeting of June 3rd. Ms. Downey canvassed Committee members inquiring if members had any additional follow-up, comments or suggestions regarding the Service Standards recommendations. Mr. Murphy indicated that he could think of nothing else necessary regarding the Committee's recommendations.

8. **Passenger Service Requests (PSR) Task Force.** The Chair called for Agenda Item 5b and stated that Mary Travis-Allen (Coordinator PSR Task Force) received a copy of the MTA CAC letter of June 6th, which forwarded the MTA CAC's recommendations concerning the Passenger Service Requests (PSR) process. Ms. Downey asked Ms. Travis-Allen to review the status of the recommendations and provide comment concerning the incorporation of recommendations into the process. The Chair also inquired if there has been a meeting of the Task Force since Ms. Travis-Allen's attendance at the May 16th SRQC meeting. Ms. Travis-Allen indicated that she had briefly met with two members of Muni's staff, Maria William (Planning, Customer Service) and Mike Hursh (Communications). The purpose of informal meeting was for her to receive a better understanding as to how specific data relative to the Council's recommendations could be queried, captured and compiled. Also, as PSR Task Force Coordinator, Ms. Travis-Allen stated she initially wanted to be briefed on available software applications that could be used in acquiring specific information concerning routes, lines, operator, and equipment. Such data could be applied in identifying reoccurring complaints that result from service problems relative to equipment malfunctions. Ms. Travis-Allen explained with the transitions to the Trapeze System, it appears that this system will better serve in capturing specific data in real time, greatly assist in the coordination of identifying service delays and provide a working knowledge as to the service delay causes. Such data will allow Muni to resolve the problem internally so that the public will not be continually subject to a particular recurring problem that could possibly be the root cause of certain delays in service.

The Chair indirectly referred to Council's PSR recommendation #11, which specifies that a central database be maintained of all PSRs including resolutions. Ms. Downey stated that the Committee's prior understand is that once a PSR was forwarded to the division there was a kind of disconnect between the division and the intake point. The Chair asked does the Trapeze System address this problem? Ms. Travis-Allen indicated that the problem extends from coordinating numerous activities between various independent systems and databases. With Trapeze in place and at the division level queries will be made in a more real-time sense. She added, essentially, Muni will be alerted to some complaints and can resolve the causes of the complaints by utilizing the data captured by Trapeze. Ms. Travis-Allen commented that by incorporating the procedures for retrieving such information into the Standard Operating Procedures (SOP) at the division level such information would be useful in determining resolutions of complaints and in preparing responses to complaints. Significantly, this procedure will allow capturing of anonymous complaints, which can then be categorized and identified by specific sub groupings. For all intent and purpose, Muni may not be able to use

anonymous complaints as a discipline but will be able to use the information from this type of complaints to identify and resolve existing service problems.

Norman Rolfe commented in defining all relative categories and grouping apparent trends identifying problem relative to specific operators, vehicles, lines, locations and equipments can be recognized and a proactive approach in resolving such problems could be effected.

Mr. Murphy commented on the MTA CAC's principle concern for having a wider range of categories for the type of incidents being reported and asked if the development of a wider range of categories will be part of the planning process. Ms. Travis-Allen responded that currently Muni does have some flexibility and a broader set of categories could be developed with Trapeze. She added as better reporting and record retention systems are being developed at the division level information will be integrated into the Trapeze System which will improve Muni's ability to respond to PSR complaints.

The Chair inquired as to how the resolution of a PSR complaint would be documented and connected to what action the division has taken concerning a PSR complaint. Ms. Travis-Allen indicated that the resolution and outcome would be included in the Trapeze System's database. The Trapeze System will be an instrument the divisions will use as an information resource to gather particulars relative to a PSR complaint to better formulate a determination through reliable and creditable sources.

The Chair asked if the PSR Task Force would determine the different categories in which the PSR complaints will be identified under. Ms. Travis-Allen indicated that the PSR Task Force has begun to identify the different categories based on the desires and recommendations of the MTA CAC as discussed in this Committee. As the structures of the categories are developed the PSR Task Force will present the structure of the categories to the SRQC for review and consideration. Mr. Murphy stated as the detailed list of categories are developed the MTA CAC would like to review the listing. Ms. Travis-Allen stated that the outcome of Muni's determination concerning a PSR complaint will no longer reflect generic categories when queries are made but a much more specific description of the outcome of the complaint will be included in the report.

Ms. Travis-Allen commented on how the privacy rights of the operator and the complainant would be protected, how the telephone interview processes for the complainant and the investigative/Scully process for the operator would be conducted, the union representative and superintendent's involvement in both processes, the necessity for Human Resource training to reducing the risk of the perception that the complainant was treated unfairly or scrutinized during the telephone interview process. Ms. Travis-Allen added that more critical allegations would be addressed directly to senior authority that can immediately investigate the complaint.

Mr. Rolfe expressed concern as to when the operator would be notified that a complaint has been filed. Ms. Travis-Allen stated that at the time of the telephone interview the operator has no knowledge of the complaint. Mr. Rolfe commented that the telephone interview is to determine the validity of the complaint and if further action is necessary. Ms. Downey stated that at the time of the telephone interview the union representative and the superintendent have no knowledge of the operator's opinions concerning the complaint. Mr. Murphy commented that the idea of this process is to filter out complaints that do not have merit. By not having to pulling a driver from a route to participate in the initial investigative process is

less disrupted to operations and lessens the impact on morale should the complaint be determined invalid early in the fact-finding process. Ms. Travis-Allen commented recognizing that an operators is in need of additional training due to multiple complaints, Muni can take a more proactive approach in affording the operator corrective training. Should repetitive complaints continue after retraining then a different process is invoked. Ms. Travis-Allen summarized that in improving the PSR process, Muni is attempting to put into place mechanism to identify unacceptable behaviors that are in need of correction, support the employee throughout their employment and provide reliable professional transportation service.

Mr. Rolfe expressed his concern regarding how the superintendent determines the validity of a PSR complaint. Mr. Rolfe commented that there are gradations between the possible degrees in the validity of a PSR complaint. He provided an example that the superintendent could be of the opinion that a particular PSR complaint may be invalid but quite possibly indicate a more serious issue and if there are procedures in which the matter is addressed with the operator. Ms. Travis-Allen explained that discipline is not the only recourse to a PSR complaint of particular concern. Informal conversation between the superintendent and the operator and between the union representative and the operator can occur. Also referral programs that include support groups, diversity training, the ambassador program, and City College's language programs in developing better language skills are just an example of alternative for which certain PSR complaints may be resolved.

The Committee reviewed the Passenger Service Report recommendations that were provided in the MTA CAC letter of June 6th. It was agreed that the MTA CAC recommendations #1, #2, #3, #5, #8, #9 and 12 are being addressed by the PSR Task Force and are being incorporated in the PSR process. Ms. Travis-Allen indicated that research is currently being conducted to determine the feasibility of incorporating MTA CAC recommendation #4 into the PSR process. However, the final PSR system will include MTA CAC recommendation #4. Ms. Travis-Allen stated, depending on the options available, MTA CAC recommendation #6 will have to be developed. The Chair explained that when using 673-MUNI to report a PSR by phone, a submenu (option) should be developed directing users to press a specific number to connect with an intake operator instead of the user having to dial a separate telephone number. Mr. Murphy commented that the PSR process needs to be better integrated into the website. Joan Downey recommended that the PSR Task Force should include in its recommendation that the website link to the PSR process needs to be easier to locate and access. Ms. Travis-Allen explained that the website is a work in progress and expressed the opinion that the PSR will not be neglected in having the ability for people to submit PSRs. Ms. Travis-Allen stated that MTA CAC recommendation #7 is currently being worked on as well. Regarding MTA CAC recommendation #8, Ms. Travis-Allen requested clarification about including in the final resolution response to be sent to the customer exactly what action/follow-up occurred. She indicated that Muni has concerns in providing the type of discipline that might be imposed and is the opinion that this information should be internal to the organization. The Chair suggested that the response should include a comment that retraining was imposed, discipline was initiated or termination resulted. Mr. Murphy suggested that the specifics of the disciplinary action should not be disclosed. However, the response should include a comment whether or not the PSR complaint was found to be valid and appropriate discipline action was taken. Ms. Travis-Allen suggested that the comment could state that the operator was identified and corrective action has been taken. A discussion ensued regard how the response should be worded addressing complaints that were found not to be valid. Ms. Travis-Allen stated that such a request would be acknowledged although it may not be valid nor have merit at that

given point in time. She further explained that should a number of recurring invalid complaints be received, it might give substance to that particular issue and corrective action could be identified. Should the documented reoccurring invalid complaint involve an operator then a warning or retraining could be imposed and a foundation for possibly imposing disciplinary action is established. Ms. Downey commented that when the revised PSR system is initiated that there would be no way to compare data from the old system with the new Trapeze data collection system. Ms. Travis-Allen indicated that there might be circumstances serious enough that would require a hearing in which the Step 1, Step 2, Step 3 grievances procedure would followed. Importantly, at the Step 3 grievance procedure level there is the determination that can be made that the complainant may be needed to give some validity to the allegation.

Ms. Downey recommended and Mr. Murphy concurred that the letter responding to the PSR complaint should include a paragraph informing the complainant of the existence of the MTA CAC as a public forum for address transportation concerns. Ms. Travis-Allen agreed that the notification paragraph of the existence of the MTA CAC could be added to the PSR response letter. Ms. Travis-Allen stated that the Committee would be provided drafts of proposed letters for review and comment.

Ms. Travis-Allen stated that there is a brochure that has been developed providing tips on how to ride Muni and Muni intends to include the brochure with the response letter to complainant whose complaint has been determined to be of no specific merit. Mr. Murphy voiced his concern about sending such a flyer to someone who has filed a PSR complaint and that the brochure might be perceived as condescending. Ms. Travis-Allen explained that there has to be a public education process to reduce repeated complaints, complainants' frustration and feelings of being invalidated or ignored. By creating a more sensitive response letter thanking the complainant for their concerns, commenting on Muni actively trying to promote not only an education program for its operators but a public awareness program as to how patrons can better access the system, and explaining the intent of the brochure, Ms. Travis-Allen stated that approach is an improvement over the current generic letter. Mr. Rolfe suggested that the letter should be tailored to the individual's situation and that the brochure should not be enclosed. Mr. Murphy indicated that the text of the response letter and the flyer are definitely something that the MTA CAC should review so that there is some passenger perspective regarding the content.

Regarding MTA CAC recommendation #10, Ms. Travis-Allen stated that the PSR unit is an intake unit. The information the unit has is useful for Marketing and Communications. The unit should remain as a neutral entity and the handling of the complaints should remain at the division level. Sue Cauthen explained that the intent of the recommendation is to express the view that the PSR unit displays a welcoming atmosphere, sensitive to the complainant. Employees should be savvy enough to treat the complainant with respect and dignity, assist in taking the complaint, and deal with the problem if it can be dealt with at that moment. Ms. Travis-Allen stated that she agrees with the courtesy aspects an intake employee should afford a complainant, but cautioned in empowering the intake unit to resolve complaints. Mr. Murphy expressed concurrence with Ms. Travis-Allen opinion and suggested that the Committee should consider what is to be desired from that intake experience. Ms. Cauthen expressed the opinion that the PSR unit should be incorporated under a customer service function and comprised of employees who are empathic to the complainant concerns.

Ms. Downey suggested that there should be a letter acknowledging PSR commendations. Mr. Murphy indicated that submission of PSR commendations should be a part of the PSR website process.

Service and Signage Improvements to 39 Coit Service. The Chair called for Agenda Item 7. The Telegraph Hill Dwellers and the North Beach Neighbors community organizations had received copies of the MTA CAC Chair's letter of April 27, 2002 addressed to the Municipal Transportation Agency (MTA) Board Chair and members forwarded the Council's recommendations regarding the 39 Coit Service. Ms. Cauthen indicated that she had met with the two former community organizations' Parking and Traffic Committee Chairs to discuss the 39 Coit Service issue and suggested they write the Director of Transportation expressing support of the concept of keeping the bus on schedule. Both the President of the Telegraph Hill Dwellers and the President of the North Beach Neighbors community organizations wrote the MTA Board commenting on the MTA CAC's recommendations. Copies of the Telegraph Hill Dwellers' letter of June 7th conveying their supports of any alternative that keeps the 39 Coit on schedule was provided to MTA CAC SRQC members. Importantly, the letter disclosed the view that the Telegraph Hill Dwellers Parking and Transportation Committee has never expressed support for a ban on parking at Coit Tower. Copies of the North Beach Neighbors' letter of June 19th was also provided to MTA CAC SRQC members in which the North Beach Neighbors expressed their support in keeping the 39 Coit on schedule. However, the North Beach Neighbors suggested that the most efficient and cost-effective method would be a ban on Coit Tower parking. And, as an alternative the North Beach Neighbors strongly recommended some form of traffic control be affected to keep the 39 Coit on schedule. Ms. Cauthen expressed the opinion that possibly members of the Telegraph Hill Dwellers Board who are strong supporters of Pioneer Park may have been concerned that if a ban on parking were imposed the decline of visitors driving to Telegraph Hill would have an adverse impact on the overall number of visitors to the park. Ms. Cauthen pointed out that the second recommendation in the MTA CAC Chair's letter discussed a process that would keep the 39 Coit on schedule by permitting the ascending 39 buses to use the contra (downhill) lane with some kind of parking control.

During a discussion concerning the 39 Coit Service the following suggestions and comments were made:

Mr. Rolfe suggested possibly a ban on parking be considered at the top of Telegraph Hill, that it be publicized that garages in the vicinity are available for parking of private automobiles, and that bus service is provide to Coit Tower and Pioneer Park. Ms. Cauthen suggested a publicity campaign be effected promoting the 39 Coit Service though the Convention, Visitors and Tourism Bureaus and in tourist hotels. Ms. Cauthen stated that she had gotten Peter Straus (Superintendent of Service Planning) and Jerry Robbins (Department of Parking and Traffic) to agree to lettering the bus shelter in the Fisherman's Warf area identifying the shelter as the 39 Coit and prune the trees near the shelter for better visibility in reading the marking. Ms. Cauthen commented that mostly the senior and disabled residents in the neighborhood, tourist and individuals who do not own cars use the 39 Coit service. She expressed concern about the bus not maintain scheduled headways and riders having to wait up to 30 minutes between buses.

Ms. Cauthen suggested that Paul Switzer and Bill Seelinger of the Telegraph Hill Dwellers meet with the MTA CAC SRQC to discuss the 39 Coit Service community issues.

Ms. Downey suggested that at the next SRQC meeting representatives from both the Telegraph Hill Dwellers and the North Beach Neighbors come and discuss possible suggestions in solving the 39 Coit Service issues. The Chair requested that Ms. Cauthen contact the two community organizations and invite representatives to attend.

Future Topics (Discussion Item)

-
- | | | |
|-----------|---|--|
| July | - | 30 Marina Express Passenger (POP) Full Presentation |
| | | 39 Coit Service |
| | - | Proof of Payment (POP) Presentation |
| | - | Department of Parking and Traffic Service Planning |
| | - | Station Operations |
| August | - | Bus Cleaning |
| September | - | Muni Inspectors |
| October | - | Follow-up on Cable Car Improvement Recommendations (Michael T. Burns memo of March 20, 2002) |
| | | Passenger Service Reports (PSR) |

Next meeting: The next regular meeting is scheduled for July 22, 2002, 401 Van Ness, Room 334 (Conference Room) at 5:30pm.

Adjournment: 7:30pm.

Attachments:

- Agenda Item 6 – 30X-Marina Express-September 2001 and January 2002 (traffic checks)
Agenda Item 7 – MTA CAC letter of April 27, 2002 (Subject: 39 Coit Service)
President, The Telegraph Hill Dwellers letter of June 7, 2002
President, North Beach Neighbors letter of June 19, 2002

**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee
City & County of San Francisco**

Notice of Meeting and Agenda

Monday, January 28, 2002
5:30 p.m.
401 Van Ness Ave. #334
San Francisco CA

Members:

Joan Downey (Chair), Daniel Murphy, Bruce Oka, Norman Rolfe

AGENDA

Call to Order/Roll Call

Review and adopt minutes of 12/13/2001 (ACTION ITEM)

See attachment.

Public Comment

Service and signage improvements to bus line #39 (Sue Cauthen) (ACTION ITEM)

Outstanding items (ACTION ITEM)

- 1 Cable Car recommendations
- 1 PSR request for information

Report from PSR task force (Dan Murphy/Bruce Oka) (DISCUSSION ITEM)

Van Ness BRT Corridor: should SRQ/CAC take a position? (ACTION ITEM)

See attached articles.

Service Standards methodology (DISCUSSION ITEM)

Please review the Proposition E Service Standards document resented to the CAC on August 2, 2001.

Next meeting on February 25, 2002

Adjournment

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Lobbyist Ordinance

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San Francisco
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**Municipal Transportation Agency Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

DOCUMENTS DEPT.

Notice of Meeting and Agenda

APR - 9 2004

**Monday, July 22, 2002
5:30 p.m.**

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**401 Van Ness Avenue, Room 334 (Conference Room)
San Francisco, CA**

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe.

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AGENDA

- | | |
|--|------|
| 1. Call to Order/Roll Call | 5:30 |
| 2. Review and adopt minutes: (ACTION/DISCUSSION) | 5:35 |
| 3. Public Comment | 5:36 |

4. Report of the Chair (ACTION/DISCUSSION) 5:37
5. Report of MTA CAC Passenger Service Requests (PSR) Task Force Committee 5:40
Representatives (Daniel Murphy/Bruce Oka) (ACTION ITEMS/DISCUSSION)
6. 30 Marina Express PM Service 5:50
(Pacifico Paculba, Superintendent Scheduling)
(DISCUSSION/ACTION ITEMS)
- RECOMMEND THAT A TRAFFIC CHECK
(PASSENGER COUNT) AND REVIEW OF THE 30
MARINA EXPRESS PM SCHEDULE BE CONDUCTED,
AND HEADWAY ADJUSTMENTS MADE
ACCORDINGLY.**
7. Service and Signage Improvements to 39 Coit Service 6:30
(DISCUSSION/ ACTION ITEM)
Peter Straus, Director of Service Planning/James Lowe, Transit Planner, Service Planning
8. Review of SRQC Information Request (Action Item) 7:15
9. Committee Member's Question and Comments 7:20
10. Future Topics (Discussion) 7:25
- (a) Proof of Payment (POP) Presentation
 - (b) Department of Parking and Traffic (DPT)/Service Planning
 - (c) ? - Station Operations
 - (d) ? - M-Line and N-Line Studies Conducted by Rescue Muni Metro Committee
 - (e) Bus Cleaning
 - (f) Muni Inspectors
11. Next regular meeting **August 26, 2002**, 401 Van Ness, Room 334, 5:30 p.m.
12. Adjournment 7:30

NOTE: Members of the Citizens' Advisory Council who are not members of this Committee may attend this Committee meeting. In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

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Page last updated March 19, 2003.
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APR - 9 2004

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≡ Municipal Transportation Agency
≡ Citizens' Advisory Council
≡ Service, Reliability & Quality Committee (SRQC)

Monday, July 22, 2002 at 5:30 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA

≡ FINAL MINUTES
≡

1. **Call to Order/Roll Call.** The meeting was called to order at 5:33 p.m.

Committee Members Present: Joan Downey (Chair), Sue Cauthen, Daniel Murphy
Norman Rolfe.

Council Members Present: David Pilpel (MTA CAC Vice-Chair)

Members Absent: Bruce Oka.

Community Organization Representatives: Jim Lew (North Beach Neighbors), Liz Napasindayo (Telegraph Hill Neighborhood Association), Bill Seelinger (Telegraph Hill Dwellers), Gerry Crowley (President, Telegraph Hill Dwellers), Rose Chung (Office of Supervisor Aaron Peskin)

Staff Present: Pacifico Paculba (Superintendent, Schedules), Vincent Dunlap (MTA CAC Secretary), James Lowe (Service and Planning), Stanley Yang (Community Parking Officer, Department of Parking & Traffic)

2. **Review and Adopt Minutes.** The January 28, February 25, March 25, April 15, May 16, June 3, and June 24, 2002 minutes of the Committee were referred to the next meeting.

3. **Public Comment.** The Chair referred Public Comments to take place later in the meeting as agenda items are discussed.

4. **Report of the Chair.** No specific item to report at this time.

5. **30 Marina Express PM Service.** At this time, Joan Downey expressed the desire to change the order of the agenda and directed that Agenda Item 6 be before the Committee for discussion/action. Ms. Downey stated that from the MTA CAC meeting of May 2, 2002 the Council re-referred to the Committee the following recommendation (motion):

Motion: RECOMMEND THAT A TRAFFIC CHECK (PASSENGER COUNT) AND REVIEW OF THE 30 MARINA EXPRESS PM SCHEDULE BE CONDUCTED, AND HEADWAY ADJUSTMENTS MADE ACCORDINGLY.

The Chair explained that the recommendation was in response to a citizen's complaint received by the MTA CAC SRQC Chair concerning the overcrowding and insufficient number of coaches for the 30 Marina Express PM service. Ms. Downey stated that at the Committee's June 24th meeting, Committee members were provided a traffic check listing concerning the 30 Marina Express for the period September 2001 and January 2002. In that the Committee required further explanation of the information provided in the traffic check listing, Pacifico Paculba (Superintendent Scheduling) was asked to address the Committee to explain the information contained in the traffic check listing. Mr. Paculba provided handouts to the Committee of a more detailed traffic check, graphs and a copy of the 30X Stockton Express runs with times. Mr. Paculba stated that the listing provided a summary of coaches' arrival times and number of passengers aboard the coaches when departing the Chestnut and Van Ness location. Mr. Paculba discussed coach sizes, guidelines for seating and standing load capacity, scheduled headways, and scheduled runs made and completed. Further discussed was average passenger load per location. Mr. Paculba stated that the average passenger load for the 30 Marina Express does not approach the level of full capacity and when all runs are filled the service is adequate for the ridership on the line. He also stated that problems do occur with coach and operator availability, but it has been made a priority at Kirkland and Woods Divisions to fill the 30 Expresses. Mr. Paculba indicated that the passenger congestion could have resulted from staffing issues, operators' non-familiarity of the route and a few missed runs during the implementation of the general sign-up when some services were moved from Kirkland to Woods Division. Mr. Paculba concluded by stating that the scheduled service can accommodate the passenger loads, there has been no rash of complaints recently concerning the 30 Marina Express, however, Muni's challenge is to always to deliver service as promise. He further stated that service appears to have significantly improved since January and February. The Chair agreed that the traffic check listing does appear to support Mr. Paculba's opinion and expressed the view that the problem has been rectified. Ms. Downey indicated that she would contact the complainant and verify that the 30 Marina Express is operating acceptably. The Chair suggested that the Committee dismiss the recommendation. Daniel Murphy moved:

Motion: That the recommendation regarding the 30 Marina Express PM Service be tabled.

The motion unanimously passed.

Mr. Pilpel commented that he had requested of Peter Straus (Director of Service Planning) to research the possibility of a coach stop for the 30 Marina Express at Van Ness and Union in both directions.

6. Service and Signage Improvements to 39 Coit Service. The Chair called for Agenda Item 7 to be discussed at this time. Ms. Downey began by stating that Sue Cauthen brought the 39 Coit Service concerns to the attention of MTA CAC SRQC a number of months ago. On April 27th, the Municipal Transportation Agency (MTA) Citizens' Advisory Council (CAC) Chair forwarded by letter to the Chairman and Members of the MTA Board the Council's unanimous endorsement concerning two recommendations addressing the 39 Coit Service. The letter commented on the traffic control problems created by cars en route to Coit Tower and Pioneer Park that impede the 39 Coit Service. The recommendations were that a ban on parking at Coit Tower, except possibly for neighborhood vehicles be imposed or that in lieu of the ban, as an interim measure, when traffic is heavy a process permitting the ascending 39 bus use of the contra (downhill) lane with the Department of Parking and Traffic (DPT) personnel controlling the roadway. Sue Cauthen commented that the community organization the Telegraph Hill Dwellers was not pleased with the ban on parking, however, the North Beach Neighbors agreed with the idea of a ban on parking. Sue Cauthen further stated that the purpose of having Agenda Item 7 before the Committee is for Muni and DPT staffs along with invited community representative to possibly develop an agreeable plan to resolve the 39 Coit Service issues.

Liz Napasindayo (Telegraph Hill Neighborhood Association) commented that the 39 Coit is a vital service to seniors in the community who do not have transportation to necessary shopping areas.

Jim Lew (North Beach Neighbors) commented that he has heard numerous discussions regarding the 39 Coit not being able to maintain its regular schedule due to the congestion on the street cause by automobiles proceeding up to Telegraph Hill. Mr. Lew suggested as a solution, if maintaining the schedule is very important, Muni should research the cause as to why delays in the 39 Coit service are occurring and eliminate the cause.

Bill Seelinger (Telegraph Hill Dwellers) commented as the "point man" for his community organization, it is the view of the Telegraph Hill Dwellers the situation is a kind of disasters and that it can indeed be fixed. The Telegraph Hill Dwellers have worked on this issue with Ms. Cauthen and actually done research in determining how to fix the problem. Having taking some departure and arrival timings of the 39 Coit at various locations and at various times, the problems are mainly on the weekend. Mr. Seelinger was of the opinion that it is not a scheduling problem in the sense that the schedule is lousy, but it's the backup of traffic that has a lot of disadvantages. The traffic congestion irritates the tourist often causing drivers to turn their cars around in the middle of the street, pollutes the air in front of community residents and inhibits residents' access to their homes or apartments.

On behalf of the Telegraph Hill Dwellers, Mr. Seelinger presented the below four-point proposal:

- (1) Determine how to stop the downhill traffic from the Coit Tower Parking Lot allowing the 39 Coit to bypass traffic backup.
- (2) Particularly at Pier 39, publicize that the 39 Coit is a faster, more efficient, easier, economical, environmentally sound and truly a better way to travel to Coit Tower and Pioneer Park. Make the 39 Coit bus more visible by posting advertisements inside and on the outside of Muni buses that service heavily visited tourist areas. Encourage visitors and local citizens' who drive to Coit Tower and Pioneer Park to use the 39 Coit service and discourage the use of

automobiles as a mode of travel. (Example: There may be 25 cars backed up to the parking lot and only three people on the bus).

(3) By altering the route slightly after it departs Beach and Stockton by going down to the right a little bit on Beach, make a U-turn back onto Jefferson and have the 39 Coit stop at the old 19-Polk bus stop would improve visibility of service in the area. (Essentially, the 39 Coit is unknown to tourist).

(4) Make the schedule for the 39 Coit crisper. (Example: The time the 39 Coit waits at Stockton & Beach has been observed from 13 to 16 minutes when in fact the total circuit including the stop runs 36 to 40 minutes. Understanding the scheduling process is such that Muni is trying to keep the 39 Coit buses running from opposite ends of the route. The Telegraph Hill Dwellers' perception is that there is more lag time at the end of the run because of having to factor in time delays that are caused by the automobile traffic backup accessing the roadway to Coit Tower and Pioneer Park. If the bus could bypass the uphill traffic the wait time could be shortened).

Mr. Seelinger commented that the above four-point proposal is the Telegraph Hill Dwellers suggestion in resolving the issues concerning the 39 Coit service. Mr. Seelinger requested the names and email addresses of Council members interested in working with the Telegraph Hill Dwellers to address this problem.

The Chair then asked for comments concerning the alternative suggestion on banning parking at Coit Tower, except possibly for neighborhood vehicles. Mr. Seelinger stated that discussions have occurred suggesting a ban on visitor parking at Coit Tower and designating the available parking spaces for use only by Telegraph Hill residential "A-stickers" parking permit holders. In furtherance, Mr. Seelinger indicated that by not taking advantage of such an opportunity for developing neighborhood parking could be considered unrealistic. However, in that other communities residents within the City share similar concerns regarding available neighborhood parking, in designating the Coit Tower parking spaces for use only by Telegraph Hill residents who possess "A-stickers" parking permits, quite possibly a perception that special consideration was being granted to certain residents of a specific neighborhood of the city. Additionally, economic impacts on the city's economy and tourism should be considered. Mr. Seelinger expressed the opinion that if all parking were forbidden at the top of Telegraph Hill such an approach would probably be undesirable unless the parking spaces were totally removed and the area completely re-landscaped for pedestrians/non-vehicle use.

Gerry Crowley explained that residents have traditionally parked at Coit Tower; those who live on the cliffside just have steps to their cars.

Stanley Yem (Department of Parking and Traffic) explained that vehicles with "A-sticker" residential parking permits are authorized occupy parking space all day. However, all other vehicles are limited to a 30 minutes parking restriction that is enforced.

Ms. Crowley explained that generations of people from all over California over the years are accustomed to taking visiting relative and friend through Coit Tower.

The opinion was expressed that by removing all visitors parking, traffic congestion still would occur as people drive through the area.

Mr. Paculba questioned if downhill traffic was held and the 39 Coit would make a reverse run up the hill how would traffic be controlled?

Mr. Seelinger responded the solution is that someone perhaps from DPT would be in radio contact with the approaching bus driver. The driver would notify the traffic controller positioned at the top of the hill of the bus' approach behind the long line of traffic and request the traffic controller stop the downhill traffic until the bus clears around the backed up traffic.

Mr. Seelinger indicated that it is desired that this first solution be tried for a three-month trial period, funding could be obtained for the trial period and the trials should first start over a weekend. Mr. Seelinger was of the opinion that no capital investment is required, yet some funding of a DPT traffic enforcement officer may be required. Should the solution work, some type of permanent remote controlled stop sign or automatic traffic barrier/gate arm should be installed halting the downhill traffic until the bus completes the reversed run around the uphill backed up traffic. The traffic barrier/gate arm should have the capability to be remotely operated by the bus driver as needed.

The Chair expressed her concern regarding how traffic would be controlled between the two points of where the bus begins its run up the downhill lane and where the DPT traffic enforcement office is positioned. Importantly, Ms. Downey expressed safety concerns regarding the possibility of an automobile exiting from a private driveway heading downhill at some point between where the bus begins its reversed run up the downhill lane and the position where the DPT traffic enforcement office is positioned. . Also, Ms. Downey questioned the possibility of a driver positioned in the backed-up uphill traffic deciding to forgo continuing in the uphill lane and negotiates a U-turn to proceed downhill as the bus is traveling uphill in the downhill lane.

Mr. Seelinger commented that he has observed some drivers negotiating the reversed run in the uphill lane traveling around the backed-up traffic at a point in the roadway in which the driver had a clear view of possible approaching oncoming traffic.

Ms. Cauthen commented that an enforcement officer who would have some kind of paddle or sign and a walkie-talkie would control the downhill traffic and be in contact with the drivers who already have walkie-talkies. Ms. Cauthen commented that a response from the Chair of the MTA Board had been received in which it was expressed that the Board would be happy to work with the community to find a solution.

Ms. Cauthen conveyed the opinion of the Telegraph Hill Dwellers Parking and Traffic Committee that even if a perfect system is developed, it will not work without citizens and visitors knowing about the 39 Coit service. She addressed the issue of riders being confused concerning the scheduled time of the 39 Coit service. Ms. Cauthen explained that early in the morning the bus runs on an every 30 minutes schedule, switches to an every 20-minutes schedule throughout the day and then reverts back to the 30 minutes schedule later in the evening. Ms. Cauthen conveyed that Paul Switzer, a member of the Telegraph Hill Dwellers and who has been Chair of that community organization's Parking and Traffic Committee, suggested regular scheduled headways of 15-minutes.

Mr. Pillpel explained that in 1988 that the route for the 39 Coit was changed and the coaches use to travel to Hyde and Jefferson. The 39 Coit was on a 20-minute headway for a period of time and as part of the service cuts that was made 14 years ago the route was cutback to the

current route and level of service. Mr. Pilpel expressed his doubt that an increase in service is warranted until such time as there is additional ridership, but is not against doing that. Mr. Pilpel indicated that it is important to separate the operations at Coit Tower problem from the service promotion to increase ridership.

Mr. Paculba expressed the opinion that before more service is directed or a change to the schedule concerning the 39 Coit, Muni should attempt to restore the flow that is missing and resolve the backed-up traffic issue proceeding to Coit Tower which hampers the coach maintaining times. He further stated that the reverse running options seems to be an alternative that should be tried, however questions regarding the legality of such a maneuver has to be researched.

Following a detailed discussion concerning headways, recovery and run times, Mr. Murphy suggested that in dealing with long headways is the scheduling and posting of timed stops at each of the 39 Coit bus stops. Once the traffic situation is resolved there should not be many obstacles for the 39 Coit to run on time. Mr. Murphy further stated that the posting of timed certain schedules at each stop would be very tourist friendly and which would address visitors reluctance in using the Muni coach services. Mr. Murphy is of the opinion that the signage and promotion solutions are linked to the operational solution.

Ms. Cauthen explained that one of the problems the 39 Coit has always had is low ridership. She stated that in 1984 a reversed action by the Board of Supervisors occurred in response to the Public Utilities Commission (PUC) wanting to remove one of the 39 Coit buses from service. The Board of Supervisors' decided that Muni would participate in a publicity program and work with the Convention and Visitors Bureau to promote the 39 Coit service. Ms. Cauthen recommended in addition to the posting of schedules stops at each of the 39 Coit bus stops that specific signage promoting the 39 Coit service be placed in hotels, at Pier 39, and at bus stops to increase riderships. Ms. Cauthen showed the Committee an earlier sign with graphics showing Coit Tower that was used in promoting the 39 Coit service.

Ms. Crowley stated that there is a bus operator behavior patterns over quite a few years where if the bus is five (5) minutes late for there starting time at Beach, the operator decides to skip the run and this is a common practice.

Mr. Rolfe suggested that the issues concerning the 39 Coit service should initially be worked through the Department of Parking and Traffic.

Ms. Crowley indicated that should the trial test be effected the hours that a PCO would be needed would been on the weekend from 11am to 6pm. Mr. Seelinger recommended that the trial test should included long weekends and holidays.

Mr. Murphy suggested that a well thought out drafted plan addressing the implementation of a trial run regarding the Telegraph Hill Dwellers four-point proposal be prepared.

Mr. Seelinger asked who is the consolidated group that the Telegraph Hill Dwellers should work with? Mr. Rolfe recommended that a committee be set-up identifying the Muni and DPT responsible individuals or contacts. Mr. Jim Lew suggested that Muni Operations contacts should be Peter Straus (Superintendent of Service Planning). Ms. Cauthen recommended that Tom Folks (Department of Parking and Traffic) be contacted regarding DPT's participation. Mr. Yang recommended Mr. James Howard (Deputy Chief, DPT Enforcement Division) and

Mr. Javab Mirbbal (Department of Parking and Traffic, Traffic Systems Management) is contacted instead of Mr. Folks.

The Chair suggested that other sources of funding such as grants be considered in funding position for the test PCO.

Ms. Cauthen recommended the enforcement of the all day resident parking permit restriction during the weekday at Coit Tower be extended limiting non-resident and visitor parking to 30-minutes on the weekend and holidays. Also as part of the pilot program and if the limit on non-resident parking is established at 30- minutes is approved, a PCO should be assigned to the Coit Tower area for three consecutive Sundays to verify how many non-resident parked cars exceed the recommended 30-minute restriction for non-residential parking.

Mr. Seelinger recommended that should a PCO be assigned to the Coit Tower area, the officer could enforce parking regulations and generate substantial revenue if parking restrictions are established on weekend and holidays.

Mr. Murphy recommended that the issue of funding should be addressed to the MTA Board and that the Board fully fund the operations of the 39 Line during the test period.

Ms. Crowley explained that the previously installed electronic sign is inoperative, the vendor does not service it anymore and drivers ignore the sign as well.

Mr. Murphy recommended that DPT should consider reassigning a PCO currently assigned to directing traffic on the weekend and who is not involved in revenue generating activity be assigned to the pilot program.

Mr. Seelinger commented that signage is paramount to the pilot program test and it is vitally important that necessary signage is in place prior to the placing a PCO in position.

Mr. Murphy stated that Ms. Cauthen would serve as the Council's liaison to the Telegraph Hill Dwellers to bring back to the Committee the draft plan the community organization proposes.

The Chair indicated that Ms. Cauthen should receive all letters and attend all meetings regarding this issue.

Mr. Murphy expressed the hope of reconvening the group to allow the CAC to further participate in the process. Mr. Murphy indicated that the Telegraph Hill Dwellers test program proposal should be presented at the next SRQC meeting, August 26th.

7. Report of MTA CAC Passenger Service Requests (PSR) Task Force Committee Representatives. The Chair called for Agenda Item 5 at this time. Mr. Murphy reported that no information has been received from the Task Force Coordinator.

8. Review of SRQC Information Request. No additional request was submitted.

9. Committee Member's Question and Comments. No further questions or comments were provided.

10. Future Topics (Discussion Item)

August - 39 Coit Service, Bus Cleaning

Passenger Service Reports (PSR)

Department of Parking and Traffic (DPT)/Service Planning

September - Proof of Payment (POP) Presentation

Passenger Service Reports (PSR)

M-Line and N-Line Studies Conducted by Rescue Muni Metro Committee

October - Follow-up on Cable Car Improvement Recommendations (Michael T. Burns memo of March 20, 2002)

Bus Cleaning

Muni Inspectors - Street Inspectors Process Function/Response to Emergencies/ Customer Relations

Central Control

11. **Next regular meeting:** August 26, 2002, 401 Van Ness, Room 334, 5:30pm.

12. **Adjournment:** 7:00pm.

Attachments:

Agenda Item 5 - 30X-Marina Express-September 2001 and January 2002 (traffic check)

30X-Marina Express-Outbound-Weekday Ridership-9/9/98-9/24/98

30X-Marina Express-Inbound-Weekday Ridership-9/9/98-9/24/98

MC 30X Stockton Express (range - route runs)

Agenda Item 7 - Chair, MTA CAC letter of April 27, 2002 (Subject: 39 Coit Service)

Chairman, MTA Board of Directors letter of April 29, 2002

Tom Folk, DPT email of Thursday, June 6, 2002 4:27P (Subject: Coit Tower)

Chairman, MTA Board of Directors letter of June 25, 2002

General Manager, San Francisco Public Transportation Department letter of June 28, 2002

Timings taken of 39 Coit Bus (6/12/-6/13/02) and map by Bill Seelinger, Telegraph Hill

Dwellers

**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

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Notice of Regular Meeting and Agenda

6/02
Monday, August 26, 2002 at 5:30pm
401 Van Ness Avenue, Room 334 (Conference Room)
San Francisco, CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

The MTA CAC may be contacted as follows:

Citizens' Advisory Council
Municipal Transportation Agency
401 Van Ness Avenue, Suite 334
San Francisco, CA 94102-4524
(415) 554-6873 Voice (415) 554-4103 Fax

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Lobbyist Ordinance

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**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Monday, August 26, 2002 at 5:30pm
401 Van Ness Avenue, Room 334 (Conference Room)
San Francisco, CA

AGENDA

- | | |
|--|------|
| 1. Call to Order/Roll Call | 5:30 |
| 2. Review and adopt minutes for July 22, 2002, June 24, 2002, June 3, 2002, May 16, 2002, April 15, 2002, March 25, 2002, February 25, 2002, January 28, 2002 [Attachment] (ACTION ITEM) | 5:35 |
| 3. Public Comment | 5:36 |
| 4. Report of the Chair (ACTION ITEM) | 5:37 |
| 5. Proof of Payment (POP) Presentation (DISCUSSION/ACTION ITEM)
(Ted Unaegbu, Proof of Payment Manager, Security) | 5:40 |
| 6. Muni Bus Transportation to Candle Stick Park Impact on Rush Hour Service
(DISCUSSION/ACTION ITEM) (Thomas Mullen, Inspector, Street Operations) | 6:20 |
| 7. Service and Signage Improvements to 39 Coit Service (Attachment)
(DISCUSSION/ACTION ITEM) | 6:40 |
| 8. Report from Passenger Service Reports (PSR) Task Force Committee Representatives
(Daniel Murphy/Bruce Oka) (DISCUSSION/ACTION ITEM) | 7:00 |
| 9. Review of SRQC Information Request (DISCUSSION/ACTION ITEM) | 7:15 |
| 10. Committee Member's Question and Comments | 7:20 |
| 11. Future Topics (Discussion) | 7:25 |
| (a) Department of Parking and Traffic (DPT)/Service Planning | |
| (b) Station Operations | |
| (c) M-Line and N-Line Studies Conducted by Rescue Muni Metro Committee | |
| (d) Bus Cleaning | |
| (e) Muni Inspectors | |
| 12. Next regular meeting September 23, 2002, 401 Van Ness, Room 334, 5:30PM | |
| 13. Adjournment | 7:30 |

Attachment:

Agenda Item 7 - Draft Proposed Service and Ridership Improvement Plan for the 39 Coit Muni Bus
(August 26, 2002)



Service, Reliability & Quality Committee (SRQC)

Monday, August 26, 2002, 5:30 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA

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SEP 25 2002

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FINAL MINUTES

1. **Call to Order/Roll Call.** The meeting was called to order at 5:30 p.m.

Committee Members Present: Joan Downey (Chair), Sue Cauthen, Norman Rolfe.

Committee Members Absent: Daniel Murphy, Bruce Oka.

Council Members Present: David Pilpel (MTA CAC Vice-Chair).

Community Organization Representatives: Bill Seelinger (Telegraph Hill Dwellers), Gerry Crowley (President, Telegraph Hill Dwellers).

Staff Present: Ted Unaegbu (Proof of Payment Manager, Security), Thomas Mullen (Inspector, Street Operations), Vincent Dunlap (MTA CAC Secretary).

2. **Review and Adopt Minutes.** The Chair stated that the Committee members' information package included copies of draft minutes for the year and suggested that the committee should review the June 3rd, June 24th and July 22nd minutes before the next meeting.

3. **Public Comment.** No members of the general public were present and no public comments were given at this time.

4. **Report of the Chair.** The Chair stated that at the July 22nd meeting it was agreed to drop the inquiry concerning the 30 Marina Express PM Service base on the information received from Pacifico Paculba (Superintendent, Schedules), and also as agreed the Chair contacted the person that initiated the complaint.

5. **Proof of Payment (POP) Presentation.** Ted Unaegbu began by distributing an update on Proof of Payment that addressed questions the Chair had submitted to him for response. During open discussion, Mr. Unaegbu explained how revenue stream from citations is processed, the scheduling process for Proof of Payment Fare Inspectors, how Proof of Payment Fare Inspectors routinely performs their duties, POP Fare Inspectors assistance during public transit to and from PacBell Park baseball games, and issues concerning fare evasions and passenger count data collection. David Pilpel suggested that the Proof of Payment Personnel Assignments-Weekly Schedule should indicated in the remarks when there are special events occurring or construction projects impacting rail service in a particular district. Joan Downey moved the following, which was seconded by Norman Rolfe:

Motion: THE MTA CAC RECOMMENDS THAT FARE INSPECTORS NOT BE USED FOR OTHER THAN PROOF OF PAYMENT SERVICE.

The motion unanimously passed.

Following a detailed discussion concerning the addition of one or more lines under Proof of Payment, the Chair moved the following, which was seconded by Mr. Rolfe:

Motion: THE MTA CAC RECOMMENDS THAT AT LEAST ONE MORE MUNI LINE BE DESIGNATED AS PROOF OF PAYMENT WITH ADDITIONAL FARE INSPECTOR STAFFING TO BE ADDED.

The motion unanimously passed.

6. Muni Bus Transportation to Candlestick Park Impact on Rush Hour Service. The Chair introduced Thomas Mullen (Inspector, Street Operations). Mr. Pilpel interjected that he had asked that this item be referred to the Committee in an attempt to understand how games at Candlestick Park on weekdays in the middle of rush hour are handled without impacting Muni's existing rush-hour service. Mr. Mullen commented historically on the number of coaches used to support transportation services during events at Candlestick Park, the impact scheduled weeknight football games will have on the motor coach fleet, and the established absolute minimum of available coaches assigned in supporting transportation to and from Candlestick Park events. Mr. Mullen commented on the impact flooding winter weather conditions will have on available parking at the park, increasing the demand for special event public transportation service. Importantly, traffic congestion during the weekday rush hour limits the number of trips a coach can complete. Mr. Mullen suggested that the Committee might want to recommend to the Director and Staff that a policy decision be made as to the type and level of service Muni will provide in support of weeknight football games. Mr. Pilpel suggested that the Committee should recommend, as a policy matter that the number of coaches assigned to special event service during weekday rush hour should not exceed the number of coaches that are set aside in the reserve fleet. The Chair moved Mr. Pilpel's suggestion. Mr. Rolfe moved the following which was seconded by Sue Cauthen:

Motion: THE MTA CAC RECOMMENDS THAT THE NUMBER OF COACHES IDENTIFIED FOR SPECIAL EVENTS NOT EXCEED THE ASSIGNED TOTAL OF THE RESERVE FLEET AND THAT THE RESERVE FLEET COACHES BE USED FOR SPECIAL EVENTS SERVICE.

The motion unanimously passed.

7. Service and Signage Improvements to 39 Coit Service. Sue Cauthen began with a brief overview of the 39 Coit Service concerns and presented the Draft Proposed Service and Ridership Improvement Plan for the 39 Coit Muni Bus developed with the community leaders in the Telegraph Hill/North Beach area. Ms. Cauthen indicated that the plan should include emphases of promoting residents use of the 39 Coit as well as a concerted effort to publicize the route within the Telegraph Hill community. The Chair recommended that the comments within the plan addressing operators' conduct should be removed from the draft and operators' conduct should be addressed separately. Bill Seelinger (Telegraph Hill Dwellers) indicated that the operators' conduct issues are a significant part of why the 39 Coit does not maintain a reliable schedule. Continued discussion evolving around the parking issue and safety concerns of the bus transiting uphill using the downhill lane occurred. Mr. Seelinger agreed to present the Committee with a revised draft of the plan.

8. Review of SRQC Information Request. No additional request was submitted.

9. Committee Member's Question and Comments. No further questions or comments were provided.

10. Future Topics (Discussion Item)

September – Proof of Payment (POP) Presentation
Passenger Service Reports (PSR)
M-Line and N-Line Studies Conducted by Rescue Muni Metro Committee
October – Follow-up on Cable Car Improvement Recommendations (Michael T. Burns memo of March 20, 2002)
Bus Cleaning
Muni Inspectors – Street Inspectors Process Function/Response to
Emergencies/ Customer Relations
Central Control

11. Next regular meeting: September 23, 2002, 401 Van Ness, Room 334, 5:30pm.

12. Adjournment: 7:45pm.

Attachments:

Agenda Item 5 – Update on Proof of Payment (POP) Provided to the Citizens Advisor Committee by Ted Unaegbu, Manager (Monday, August 26, 2002)
Line Beats for POP Inspectors
Proof of Payment Personnel Assignments-Weekly Schedule
Ted Unaegbu, Manager, Proof of Payment Program letter of November 29, 2001
Agenda Item 7 - Draft Proposed Service and Ridership Improvement Plan for the 39 Coit Muni Bus dated August 26, 2002



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Service Reliability and Quality Committee (SRQC)

Notice of Meeting and Agenda

Monday, September 23, 2002 at 5:30pm
401 Van Ness Avenue, Room 334
San Francisco, CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

The MTA CAC may be contacted as follows:

Citizens' Advisory Council
Municipal Transportation Agency
401 Van Ness Avenue, Suite 334
San Francisco, CA 94102-4524
(415) 554-6873 Voice (415) 554-4103 Fax

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401 VAN NESS AVENUE-SUITE 334 -SAN FRANCISCO-CA. 94102-4524
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**Municipal Transportation Agency
Citizens' Advisory Council
City & County of San Francisco**

Service Reliability and Quality Committee (SRQC)

**Monday, September 23, 2002 at 5:30pm
401 Van Ness Avenue, Room 334
San Francisco, CA**

AGENDA

- | | |
|--|------|
| 1. Call to Order/Roll Call | 5:30 |
| 2. Review and adopt minutes for June, July, and August: (Action Item) | 5:35 |
| 3. Public Comment | 5:36 |
| 4. Report of the Chair (Action Item) | 5:37 |
| 5. Station Operations Discussion (DISCUSSION/ACTION ITEM) | 5:40 |
| 6. Rescue Muni M & N Line Recommendations (DISCUSSION/ACTION ITEM) | 6:15 |
| 7. Service and Signage Improvements to 39 Coit Service (DISCUSSION/ACTION ITEM) | 7:00 |
| 8. Passenger Service Requests (PSR) (ACTION ITEMS) | 7:10 |
| a. Report from Passenger Service Reports (PSR) Task Force Committee
Representatives (Daniel Murphy/Bruce Oka) | |
| 9. Review of SRQC Information Request (Action Item) | 7:15 |
| 10. Committee Member's Question and Comments | 7:20 |
| 11. Future Topics (Discussion) | 7:25 |
| (a) Department of Parking and Traffic (DPT)/Service Planning | |
| (b) Bus Cleaning | |
| (c) Muni Inspectors | |
| 12. Next regular meeting October 28, 2002, 401 Van Ness, Room 334, 5:30PM | |
| 13. Adjournment | 7:30 |

Attachments:

- Item 6 - Rescue Muni Study and Recommended Metro Improvements Surface Portion of "M"
Line
Rescue Muni Study and Recommended Metro Improvements Surface Portion of "M"
Line

	Observations	Recommendations from letter from RM to Muni on Oct 1999	Muni / RM meeting minutes of Dec 15, 1999	Rescue Muni Follow-up Jan 15, 2001
		cars for efficient use of cars and the proximity of a supervisor. This will be similar to coupling at Saint Francis Circle. DPT is usually willing to prevent parking along curbs during the hours when an additional lane is necessary to move auto traffic. Removing a few parking spaces just west of Wawona during necessary coupling hours, provides a lane for cars to pass while the 'L' couples. The West Portal supervisor may need a bicycle or a scooter to get to and from the station quickly.		
5	Cars often cause delays to Metro cars leaving or entering the station.	Auto drivers should be admonished with a "Transit First - Yield to Transit" sign as a courtesy training educational aid and to slightly improve running time. This should not relieve Muni drivers of the need for caution, eye contact, bell ringing and courtesy.	Muni announced their support and agreed to press the Parking and Traffic Department for all of the traffic and priority changes recommended in the Study.	These auto caused delays still occur. What is the status of discussions with DPT and how can RM help?
6	Out bound cars and trains seem to stop in the station to exit and board passengers and then move up to the exit to wait for a switch to set. This often delays following cars.	It should be possible to train drivers to stop closer to the exit and set the switch while riders are exiting and boarding. This may require a small location change, for the stop and/or switch to accommodate Breda cars. A slow exit may be required to check for pedestrians because visibility may be blocked by the agent's booth. Is a stop and restart necessary? Was the booth built in the wrong place? We have observed some Metro drivers shift into street mode just before their doors close. This permits a smoother exit of the Station.		We would appreciate a discussion of Muni's view on the causes of this delay and why it still occurs.
7	We support the following comments from BAH which indicate that in addition to the above there are other factors contributing to delays to Metro cars approaching the Station.	BAH is trying to get a traffic cop at West Portal in the afternoon to direct traffic through the intersection. It is amazing that there are not more accidents at this corner: There are people in the crosswalk; the L has to turn; cars try to cut across the intersection. Double park trying to get a parking space, blocking the M and the K. BAH analyzed the run times in the tunnel, and found that over half of the trains that run late arrived on time at Forest Hill, but were subsequently delayed by the queue getting out of WP.		We suggest a joint visit to the station, by Muni, DPT (auto and pedestrian people), Pedestrian Safety Task Force, Caltrans where appropriate, and Rescue Muni to design a solution to this problem. We should meet at a typically congested time of day, The site visit group should continue up West Portal to deal with observations #8 through #19

	Observations	Recommendations from letter from RM to Muni on Oct 1999	Muni / RM meeting minutes of Dec 15, 1999	Rescue Muni Follow-up Jan 15, 2001
Vicente Street:				
8	This is a signalized intersection with high amounts of crossing auto traffic during some hours and moderate pedestrian traffic at all times.	Metro should have a priority signal to avoid long delays waiting for the light to change. Peak auto traffic can be accommodated by establishing a right turn stacking lane on both sides of West Portal Avenue. One or two parking spaces could be designated for right turn lanes only, during peak hours. New software can be programmed to insure the priority signal is not invoked two sequences in a row during auto peak times. Off peak the Muni priority need not be limited. The priority signals should have ample time to occasionally shorten the white portion of the walk signal without impacting pedestrian safety.	Muni announced their support and agreed to press the Parking and Traffic Department for all of the traffic and priority changes recommended in the Study.	These auto-caused delays still occur. What is the status of discussions with DPT and how can RM help?
9	West Portal Avenue is a parking lot in which autos maneuver seeking parking nearest their destination and then exit. Portola Drive and Vicente Street are the auto traffic streets. Autos on West Portal often make 'U' turns to slow down Metro and all traffic while endangering pedestrians. Some of these cars are SUVs and they can't complete a turn in one pass.	'U' turns should be prohibited and the corner bulbs should be extended to make the turns impossible.	Muni announced their support and agreed to press the Parking and Traffic Department for all of the traffic and priority changes recommended in the Study.	These auto caused delays still occur. What is the status of discussions with DPT and how can RM help?
10	Cars use the track lane to drive on West Portal or make left turns and delay following Metro cars.	Make the track lane near the intersection a 'Diamond' lane for Muni and left turns only at all time similar to part of Judah. Automobiles should continue to be able to use the track lane to pass illegally double parked trucks and cars.	Muni announced their support and agreed to press the Parking and Traffic Department for all of the traffic and priority changes recommended in the Study.	These auto caused delays still occur. What is the status of discussions with DPT and how can RM help?
Fourteenth Avenue:				
11	This is a four way stop intersection with less auto traffic than Vicente but similar pedestrian traffic.	The addition of transit priority signal lights would be helpful. There is no need to remove parking or limit Muni priority during peak times.	Muni announced their support and agreed to press the Parking and Traffic Department for all of the traffic and priority changes recommended in the Study.	These auto caused delays still occur. What is the status of discussions with DPT and how can RM help?

	Observations	Recommendations from letter from RM to Muni on Oct 1999	Muni / RM meeting minutes of Dec 15, 1999	Rescue Muni Follow-up Jan 15, 2001
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Fifteenth Avenue:				
14	This is a light pedestrian and traffic crossing with a four way stop. The few 'U'-turning cars do not impact Muni or pedestrians. Not being able to make a 'U' at this point could lead to extensive detours by autos. The track lanes between Fifteenth and the Circle are virtually an exclusive right-of-way.	A curb should be provided along the inbound track yellow striped zone similar to the out bound track to complete the separation.	Muni announced their support and agreed to press the Parking and Traffic Department for all of the traffic and priority changes recommended in the Study.	These auto caused delays still occur. What is the status of discussions with DPT and how can RM help?
15	Cars use the track lane to drive on West Portal or make left turns and delay following Metro cars.	Make the track lane near the intersection a 'Diamond' lane for Muni and left turns only at all time similar to part of Judah. Automobiles should continue to be able to use the track lane to pass illegally double parked trucks and cars.	Muni announced their support and agreed to press the Parking and Traffic Department for all of the traffic and priority changes recommended in the Study.	These auto caused delays still occur. What is the status of discussions with DPT and how can RM help?
Saint Francis Circle:				

	Observations	Recommendations from letter from RM to Muni on Oct 1999	Muni / RM meeting minutes of Dec 15, 1999	Rescue Muni Follow-up Jan 15, 2001
16	This is a high auto traffic five street intersection. Muni is often delayed waiting for the long light sequence. Metro has some existing minor priority signals built into the tracks.	Metro's priority should be enhanced. The streets with major auto traffic flowing into the Circle are long and sequencing delays to accommodate Muni will generally not be a problem, but the program should not allow a Metro priority on sequential sequences during peak hours because even the long streets may become packed with cars. At other times the Muni priorities should always control. Because of crossing tracks and the complex street the careful use of switches and modern software will be required to avoid accidents while implementing Transit First. The priority signals must not impact the pedestrian walk signals because these are already tight for slow walkers.	Muni announced their support and agreed to press the Parking and Traffic Department for all of the traffic and priority changes recommended in the Study.	These auto caused delays still occur. What is the status of discussions with DPT and how can RM help?
Ocean Avenue:				
17	South of St. Francis Circle through the intersection with 19th Avenue and Junipero Serra, the "M" line travels on a partially dedicated right-of-way. One near conflict is at the southern edge of St. Francis Circle, just prior to the start of the dedicated right-of-way where a right turn auto lane crosses the "M" line tracks carrying traffic from Sloat Blvd. eastbound into Junipero Serra Blvd. southbound. Auto traffic has a "stop on steady red" and Metro proceeds cautiously. At Ocean Avenue, the "M" line crosses a busy street, which is mostly at parking lot, in the congested shopping district of Lakeside Village. The only street markings on Ocean Ave. at this intersection are an overhead R x R electric sign and some broad stripes marked in the street. These provide inadequate direction to autos approaching the Metro crossing. Some autos treat this as a caution or stop but many roll right across the tracks even in the face of an imminently-crossing Metro. This is a site of past accidents between autos and Metro.	The R x R should more clearly say stop. These track street intersection signs should be more consistent. RM added the need for a Muni controlled stop signal when Metro is about to cross Ocean Avenue.	Muni announced their support and agreed to press the Parking and Traffic Department for all of the traffic and priority changes recommended in the Study.	These auto caused delays still occur and the safety problems must be dealt with. What is the status of discussions with DPT and how can RM help?
Eucalyptus to Winston Drive:				

	Observations	Recommendations from letter from RM to Muni on Oct 1999	Muni / RM meeting minutes of Dec 15, 1999	Rescue Muni Follow-up Jan 15, 2001
18	At Eucalyptus Street, the "M" line crosses a less busy street in a residential district of Lakeside Village. Unlike the Ocean Avenue intersection, there are automobile stop sign controls at the tracks and these make a major difference in preventing auto-Metro conflicts. Just South of Eucalyptus, the Metro tracks cross the three Northbound lanes of 19th Avenue (State Route 1). Although there is a signal for the "M" line crossing one of the busiest traffic arteries in the City, delays of 1 to 2 minutes and severe conflicts between autos and Metro characterize this crossing. This occurs at times of peak auto traffic Northbound on Nineteenth which backs up into the tracks, even when the signal is with Metro. This requires the crossing Metro operator to inch across the crossing precariously while often directing cars to advance or hold back.	The track crossing should be painted with "Don't Block the Track" cross-hatching and the crossing should be enforced. Metro should get better priority signals for this crossing. If signs and signals don't work than railroad crossing gates should be installed similar to Calgary.	Muni supported and agreed to discuss the Study recommendations concerning improvements to Muni priority, signage and enforcement on Nineteenth Avenue (State Highway 1) with Caltrans.	These auto caused delays still occur. What is the status of discussions with DPT and Caltrans and how can RM help?
19	Just South of the Winston Drive intersection (Stonestown) the inbound track overlays one of two auto left turn lanes on northbound Nineteenth. This causes conflicts when autos awaiting the left turn onto Winston Drive heading westbound sit on the Northbound tracks blocking Metro access across Winston Drive. Several approaching Metro operators seek to prevent this conflict by blowing their horns to deter autos from using what is now a legitimate left-turn lane.	The left turn lane on the track should be shortened to be sure that all auto traffic can clear the track before the light changes ending left turns. The track should be painted with "Don't Block the Track" cross-hatching and the crossing should be enforced. Metro should get priority signals which prevents autos from stacking in the track lane when the northbound 'M' approaches. Metro should also have priority signals for the Winston crossing. The Nineteenth Avenue blocks are long allowing room for autos to wait. New software can be programmed to insure the priority signal is not invoked two sequences in a row.	Muni supported and agreed to discuss the Study recommendations concerning improvements to Muni priority, signage and enforcement on Nineteenth Avenue (State Highway 1) with Caltrans.	These auto caused delays still occur. What is the status of discussions with DPT and Caltrans and how can RM help?
Holloway:				
20	The main problem here is not auto conflicts with Muni but efficient use of Muni resources. 19th & Holloway is a busy Muni stop from early morning to late at night because of many residents nearby and San Francisco State students. Several years ago, at considerable cost, high speed crossover tracks were installed just south and north of 19th & Holloway. The plan was to operate two	♦ Muni should aggressively resolve any problems with the high-speed crossover tracks and then use them to implement the original service plan so that car availability can be maximized on the busiest part of the "M" line -- between Embarcadero and 19th & Holloway. These signals should have Muni priority.	We reviewed the history of the Holloway tracks mentioned in item 20. Rescue Muni agreed to help change local public opinion if Muni will agree to reopen this issue. This could also reopen the 'M' to 'J' route which may also help meet recommendation 23. Muni had strong reservations but, Rescue Muni reiterated their support for more	What are Muni's current thoughts about coupling at Holloway?

	Observations	Recommendations from letter from RM to Muni on Oct 1999	Muni / RM meeting minutes of Dec 15, 1999	Rescue Muni Follow-up Jan 15, 2001
	car trains outbound to Holloway and have the first car continue to the outbound terminal while the second car coupled up to once again make up an inbound 2-car train. Two car trains are not necessary outbound from Holloway. The crossovers require safety stops but they are not used as intended. This adds further delay to the route. In addition autos crossing the tracks at Holloway also delay Metro.	<ul style="list-style-type: none"> ♦ The efficient use of two car 'M' trains and turnbacks may require an extra driver to shuttle the second car of POP train to the outbound track. The capital and maintenance cost of cars not fully utilized for necessary service is greater than the labor cost of a part time driver. ♦ The turnback of single car trains should only be used when there are sufficient cars in service to provide adequate service to the end of the line and the next car is following closely. Too often passengers are discharged at Holloway and forced to accept a long wait before they can board a following car to continue outbound. It is essential that all turnbacks be correctly signed on the cars and with announcements in the subway stations. 	coupling in order utilize scarce Metro cars as efficiently as possible by having more cars available to reduce crush loading and not have cars running lightly loaded to or near the ends of the lines. It may be necessary to use more drivers than the minimum required under POP. There is a need for more information on passenger loading outbound from Holloway because of the large number of Muni riders boarding on their way to BART. It was agreed that coupling has improved (probably due to Breda use) but RM needs more information about the frequency of delays caused by coupling problems.	
Junipero Serra Crossing: 21	Although the tracks again cross three Northbound lanes of Nineteenth Metro flow is not severely impeded though priority signals may be helpful. Near the crossing there is an auto repair which occasionally receives shipments from trucks encroaching the tracks.	This area may be helped with "Don't Block the Track" cross hatching.	Muni announced their support and agreed to press the Parking and Traffic Department for all of the traffic and priority changes recommended in the Study.	These auto caused delays still occur. What is the status of discussions with DPT and Caltrans and how can RM help?

	Observations	Recommendations from letter from RM to Muni on Oct 1999	Muni / RM meeting minutes of Dec 15, 1999	Rescue Muni Follow-up Jan 15, 2001
22	The street running south of 19th & Junipero Serra is low key and works well except when some cars are turned back at the cross over near Broad in order to get back on schedule.	All cars going south of Holloway should go to the end of the line. The best way to keep cars on schedule is to implement all of these suggestions.	Muni had strong reservations but, Rescue Muni reiterated their support for more coupling in order utilize scarce Metro cars as efficiently as possible by having more cars available to reduce crush loading and not have cars running lightly loaded to or near the ends of the lines. It may be necessary to use more drivers than the minimum required under POP. There is a need for more information on passenger loading outbound from Holloway because of the large number of Muni riders boarding on their way to BART. It was agreed that coupling has improved (probably due to Breda use) but RM needs more information about the frequency of delays caused by coupling problems.	What are Muni's current thoughts about coupling at Holloway?
Balboa Terminal:				
23	Riders are discharged and picked up inbound at the turnout entering the Geneva car barn loop. This stop is distant from the remainder of Balboa Park transit stops. There is no safety island or shelter and the location of the drop off encourages jaywalking.	The last stop of the 'M' Line should be the existing safety island near Ocean and San Jose. This stop should become an ADA key stop for transfers to BART and other bus lines.	Muni explained the earlier passenger opposition for this change. There remains a problem with rider safety, ADA compliance, and convenience which were not dealt with.	RM suggests a site visit with Muni to observe and discuss this problem.

Observations	Recommendations (November 8, 2000)	Muni's Response (November 20, 2000)	Rescue Muni's Comments
	priority may not be implemented in the next sequence. This kind of control should be available for signals at moderate cost.		rail traffic is the current MMX segment with its heavy traffic of automobiles crossing the MMX or making a turn across the right of way. Muni and the City spent a very large sum of money creating the current Embarcadero MMX. The raised platforms and separate right of way should make for an ideal speedy trip. The failure to spend a comparatively small sum on signal preemptions, in our opinion, largely erases the benefits of this expensive construction.
5. Too often the Metro is delayed entering the Caltrain Station and passengers sit while their Caltrain pulls out leaving people with a long wait for the next train. Too often a Metro pulls out a few seconds after a Caltrain arrives and passengers have a long wait for the next Metro.	<p>Passengers who accept the inconvenience of transfers should be a specially cared for segment of transit riders.</p> <ul style="list-style-type: none"> ♦ Muni should improve the switch and station entry procedure to quickly direct each Metro train to the correct side of the platform. ♦ The Metro schedule to and from Caltrain should better match the Caltrain schedule. ♦ During periods of longer Metro headways drivers should be encouraged to wait a moment before starting their run to allow Caltrain passengers to catch the Metro. 	Recent schedule implementations on the N line were planned in conjunction with Caltrain to accommodate passengers with connections. Trains will be turning back via Sixth Street as soon as security fencing is installed near the switch. Operators have safety concerns because the homeless use this area for refuge. Muni will ask inspectors and operators to be more attentive to train arrivals and to wait for passengers if such a wait will not adversely affect their schedule.	The most important place for signal preemption and set entrance procedure to the station is at 4th street: the delay in crossing 4th street, and entering the station when one's Caltrain is waiting, gives an impression that Muni does not care about this important regional connection nor those taking it.
6. These stations look good but they provide only ineffective weather protection for passengers.	Correct the design of the station roofs.	Major redesign of station roofs would have to go to Capital Projects for funding. And, as you are aware, funding is made available on a priority basis.	
7. Passengers waiting for an outbound 'N' at the Embarcadero station have no warning that their train is coming.	Provide a connection to the ATC system location near the Embarcadero portal to provide information on next 'N' train at the Embarcadero.	A connection with the ATCS system would not be necessary. A monitor could be installed on the platform with a DSL line linked to the Next Bus GPS information. We will investigate the cost of this upgrade.	When can we expect that NextBus N-line information will be available to riders on the platform?
Duboce Section:			
8. As an ideal Muni should maximize the number of Holloway type stations to facilitate easy boarding using multiple doors as well as providing for ADA needs.	The exit from the Duboce portal should have been flared to allow for the construction of a full service center station.	Major costs involving track work and overhead at Duboce Portal would have to be performed in order to facilitate this request. The platform currently being built is the best alternative with respect to cost and inconvenience to patrons on both the J and N lines.	This was not a recommendation. We just pointed out the ideal.

Observations		Recommendations (November 8, 2000)		Muni's Response (November 20, 2000)		Rescue Muni's Comments	
Inner Sunset:				Your proposal to install ticket vending machines at busy stops has been passed on to our Communications senior manager for further review.		<ul style="list-style-type: none"> ◆ Please keep us informed of progress on the ticket machines. Why are ticket machines a communications issue? ◆ Please comment on the educational signs. 	
9.	Too often trains are delayed while passengers wait to board at the front door to purchase a ticket.	<ul style="list-style-type: none"> ◆ Provide ticket vending machines to speed up loading at busy stops such as Carl & Cole; Carl & Stanyan; UCSF (this machine could be weather protected); and Ninth and Irving. ◆ Provide more signs to encourage passengers with tickets to use all doors. 		We are in agreement that a parking problem exists at Sunset Tunnel and Cole Street. The issue appears to be one of enforcement; DPT does tow when we call with a problem. We will raise the issue of a physical barrier with them.		Muni shouldn't have to wait for DPT to tow. Why can't DPT put a bollard in the striped area?	
10.	Too often autos park between the Sunset Tunnel and Cole Street blocking the outbound Metro.	Provide a physical barrier to prevent autos from parking in this area.		Your proposal to have non-ADA passengers board at Carl and Cole has been passed onto Accessible Services for review.		This should not be considered an Accessibility issue.	
11.	Occasionally people ascend the inbound Key Stop near the tunnel to board.	Provide a sign saying, "Non ADA Passengers Board at Carl and Cole".		The Carl/Cole issue has improved recently since an AM peak tow-away zone has been established for the two parking spaces adjacent to the first car doors on the inbound side. In addition, DPT has painted mini red zones at several of the door locations inbound and outbound. A bus bulb would be the best solution but would require capital project funding and legislation. Removing parked cars from the Carl/Cole stops could create another hazard; however, I feel that this is better than having moving cars in the curb lane while passengers are boarding.		This is a Pedestrian Safety issue which applies to many stops in the Inner Sunset and on other Lines.	
12.	These stations are very busy and too often cars do not observe the rule not to pass a stopped Muni vehicle and endanger passengers as they cross the street to board or exit a Metro car.	Provide zebra striped safety cross walks for the length of two cars. Please see our previous letter on Carl and Cole.					

	Observations	Recommendations (November 8, 2000)	Muni's Response (November 20, 2000)	Rescue Muni's Comments
13.	Every train has to make a safety stop at the crossover near Hillway. There are too many stops between Stanyan and UCSF. These extra stops slow service.	Consolidate the Willard and Hillway stop to the crossover.	The Willard stop was added at the request of neighbors who felt there was a safety/security problem in the area and did not want to walk the extra distance to the next stop. Consolidating the stop to the crossover creates other problems, i.e., there is no suitable location for a passenger shelter. Residents do not want the stop in front of their homes, and UCSF passengers would have to walk farther to get to the garage for the elevator that takes them to the top of the hill.	<ul style="list-style-type: none"> ♦ The Willard stop was added at the request of <u>one</u> neighbor and rule 35A says that an operator must stop at an intersection when requested. ♦ The only shelter that exists now is at the east-bound stop at Hillway -perhaps a shelter is not needed? ♦ Consolidating these two stops at the crossover point reduces the number of residences with stops in front of their homes - there would be 2 fewer stops and the crossover is in front of garages on the south side. ♦ UCSF passengers use the at Arguello stop, where the elevator is, not Hillway.
14.	Too often Metro is stopped to allow cars to exit the UCSF garage.	Provide a signal light with 24/7 absolute Metro priority or an interlock to keep the garage gate close when an LRV is present.	Muni agrees that signal pre-empt would help, and we hope to have these installed at all problem locations in the near future.	How can we help? When will the process start?
15.	Too often trains are stopped for signal lights or stop signs on this section.	<ul style="list-style-type: none"> ♦ Metro should have signal priority at Sixth and Seventh Streets. ♦ Stop signs on Muni routes should be coordinated with passenger stops and only be provided for pedestrian safety and convenience. 		
16.	Too often trains are delayed on Ninth Avenue by double-parked cars.	<ul style="list-style-type: none"> ♦ Repaint and make the track clearance stripes more prominent. ♦ Request heavy parking enforcement on this street. 	Two pilot locations have been selected (Ninth between Lincoln Way and Irving and Irving between Seventh and Ninth) for the new double parking, double fine program. Signs should already be posted. We hope this will alleviate train delays in the area.	Has DPT agreed to provide more enforcement?
Outer Sunset:				
17.	Too often trains are stopped for signal lights or stop signs on this section.	Stop signs on Muni routes should be coordinated with passenger stops and only be provided for pedestrian safety and convenience.	Muni agrees that signal pre-empt would help, and we hope to have these installed at all problem locations in the near future.	Since stop signs slow Muni operations, are you reviewing that stop signs are provided only for pedestrian safety and convenience, and not move auto traffic?
18.	Cars stop for safety at the crossover near Thirtieth which slows service.	Investigate the possibility of relocating the stop to combine the passenger stop near the safety stop.	Service Planning has looked at relocating the stop near 30th Avenue in order to combine a passenger and safety stop. It is their opinion the crossover did not seem like a good location for the stop. In addition, we have a 3-block spacing in this area at 28th, 31st and 34th. We also have stop islands, so capital funds would be involved.	

Observations	Recommendations (November 8, 2000)	Muni's Response (November 20, 2000)	Rescue Muni's Comments What is the status of this project?
<p>19. Too often there are more than two trains at the end of the line and the outbound train stops well short of the beach. This can mean that a disabled passenger has to wait until their train reaches the inadequate first inbound station. It has also been observed that on occasion the driver of the first train has a long break scheduled and this holds up the next train.</p>	<ul style="list-style-type: none"> ♦ Running times should be reviewed for periods of light traffic and passenger loads. ♦ Provide a Key Stop for the last outbound stop. ♦ Long break drivers should use the spur or drivers should switch cars. ♦ Drivers should generally take their break at the inbound passenger platform at Forty-eighth. ♦ This stop should be enlarged and improved to provide more room for passengers and better weather protection. ♦ Pull out and pull in trains should use the Forty-eighth Street crossover for improved efficiency. 	<p>Your recommendation to review running times has been passed onto Schedules as well as your inquiry as to the possibility of trains using the 48th Avenue crossover for entering and leaving service. Review of a possible key stop has been passed onto Accessible Services for review. We did attempt a major redesign at this location some years ago, but it was not approved by Capital Projects. Service Planning has been advised to revisit our shelter options, keeping in mind that any changes are a capital project and will be reviewed on a priority basis.</p>	



Service, Reliability & Quality Committee (SRQC)

Monday, September 23, 2002, 5:30 p.m. DOCUMENTS DEPT.

401 Van Ness Avenue, Room 334

San Francisco, CA

MAR 20 2003

DRAFT MINUTES

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1. Call to Order/Roll Call. The meeting was called to order at 5: 30 p.m.

Committee Members Present: Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Norman Rolfe.

Committee Members Absent: Bruce Oka.

Council Members Present: David Pilpel (MTA CAC Vice-Chair).

Community Organization Representatives: David Vartanoff (Rescue Muni Metro Committee)

Staff Present: Vincent Dunlap (MTA CAC Secretary).

2. Review and Adopt Minutes. The Chair made the following motion, which was seconded by Sue Cauthen:

Motion: That the minutes of August 26, 2002 be adopted with the addition of "and also as agreed the Chair contacted the person that initiated the complaint" to paragraph 4, Report of the Chair.

The motion unanimously passed.

Following a discussion of concerning previous non-adopted minutes, the Chair indicated that the Committee would review the June 3, June 24 and the forthcoming September 23, 2002 minutes for adoption and approval.

3. Public Comment. No members of the general public were present and no public comments were given at this time.

4. Report of the Chair. The Chair indicated that there was noting to report at this time.

5. Station Operations Discussion. The Chair commented that staff representation was not available in that no specific questions had been provided to staff concerning the Committee's interest regarding station operations. The Chair then asked committee members for suggestion for station operations discussion topics. Norman Rolfe, David Pilpel and Daniel Murphy suggested the following topics with specific questions and comments, accordingly:

Reliability, Cost and Maintenance of Ticket Machines verses Turnstiles.

In that the Muni Metro System is Proof of Payment, provide operating cost to Muni for repair and maintenance of ticket vending machines as compared to using turnstiles.

Station Elevators and Escalators Maintenance

Identify the maintenance, janitorial requirements and agency responsible for all stations elevators and escalators, how responsibilities are divided between BART and Muni with operating cost and funding for station elevators and escalators identified?

Signage and Access

Will trash receptacles be reinstalled in stations?

Will public restrooms be opened to the public?

Clutter in Station Agent Booths, i.e., notices/signage tape to windows and around enclosed booth area.

MTA CAC recommendation of September 24, 2002: THE MTA CAC RECOMMENDS THAT METRO SIGNAGE INCLUDE THE LAST DEPARTURE OF EACH LINE AND THAT MAPS IN STATIONS MORE CLEARLY DIFFERENTIATE LINES PLANNED AND UNDER CONSTRUCTION FROM LINES IN SERVICE.

Post signage indicating early closure times of secondary station entrances directing patrons to open/primary station entrance, i.e., Van Ness Metro Station, late at night.

MTA CAC Budget Recommendation 9 of February 11, 2002: SUBWAY SERVICE HOURS SHOULD BE SHIFTED SO THAT THE FIRST TRAIN ENTERS WEST PORTAL AT 5:00AM WEEKDAYS, 5:00AM SATURDAYS, AND 8:00AM SUNDAYS AND HOLIDAYS, AND THE LAST TRAIN LEAVES WEST PORTAL AT 1:00AM EVERYDAY. LAST TRAIN SHOULD BE POSTED AT EVERY BOOTH AT EVERY STATION. STATIONS SHOULD REMAIN OPEN UNTIL THE LAST TRAIN DEPARTS.

General Policy for Station Operations/Agents Staffing at Secondary Station Areas.

Any change in policy in staffing the Secondary Booths?

What are the agents' responsibilities and daily requirements?

Nextbus Information Displays

Change font size and wording to reflect "Next Train - 3 Minutes, 5 Minutes, etc.".

Display all transferable lines in a central location with easy visual access.

6. Rescue Muni M & N Line Recommendations. The Chair introduced Mr. David Vartanoff (Rescue Muni, Metro Committee) and directed Committee members' attention to the Rescue Muni Study and Recommended Metro Improvements Surface Portion of "M" and "N" Lines (attachment to agenda item 6). Mr. Vartanoff provided a history of the document that reflects a review and physical survey of the lines and recommendations for improving service on the lines. Mr. Vartanoff commented that the issue was not only saving time along the line but to indicate real serious safety issues that Muni had been ignoring for decades, i.e., M-Line Trolley Cars which are a railway grade crossing that conflicts at certain locations with automobile traffic and stops are not coordinated with revenue stops out in the avenues. The Chair gave an explanation of the study and stated that many of the recommendations contained in the study addressed coordination needed between Muni and the Department of Parking and Traffic. Mr. Vartanoff indicated that a similar study had been conducted regarding the J-Line and Ms. Downey provided a copy of the response from Muni to him. The Chair indicated that discussions concerning the J-Line would have to be referred in that it is not an agenda item. Mr. Pilpel suggested that the Committee should consider scheduling for the next meeting a discussion of the J, M & N Lines with staff from Metro Operations and Rail Safety. The Chair

commented that the purpose of today's discussion is to prioritize the general comments/recommendations and select the applicable items for further discussion. Ms. Cauthen commented that common threads throughout the study address the need for better signage, no U-Turns and pre-empt signals. Mr. Rolfe commented regarding signals, where the M-Line crosses Ocean Avenue and goes on and off of 19th Avenue at the north end, quite possibly real railroad traffic signals that would require motorist to stop might have to be installed. Mr. Pilpel suggested that improved signage, and DPT enforcement of the do not cross line to control automobile traffic blocking the crossover might be considered as a better option before instituting a full gate. Mr. Vartanoff explained that the tracks come off the private right of way and cross into the center of the roadway. That there is a stoplight further ahead on Eucalyptus Drive which causes the northbound automobile traffic to backup over the crossing. He further explained that until the road has cleared and kindly not filled again only then can the trolley cars cross. Mr. Vartanoff is of the opinion that the area is a California State Highway grade crossing and CalTrains should install gates. Mr. Rolfe commented that better coordination of the traffic signal might be needed.

West Portal Station:

The Chair commented that Ms. Cauthen had mentioned a number of common concerns are signal priority, U-Turns and Left Turns on West Portal, and also the need for controlling the pedestrian and car traffic. Mr. Vartanoff indicated that as a result of a site visit at West Portal with Muni Planning Staff the consensus was that at the mouth of West Portal itself the traffic flowed moderately well but conversely the boxes in which the gates are stored are just a huge visual block that are an obstruction to train operators being able to see pedestrian and automobile traffic. Mr. Vartanoff indicated that Muni staff (Peter Straus) agreed to considering removal of the gate boxes. Mr. Pilpel comment that the gate boxes should be removed if the gates are not being used and the two structured are an obstruction. A discussion of automotive traffic impacting rail services and parking demands in the West Portal area occurred. Mr. Pilpel suggested considering changing the angle of parking to allow for more roadway and increase short term parking to encourage turnover of parking spaces.

The Chair then directed Committee members' attention to the N-Line study (attachment to agenda item 6). Ms. Downey indicated that the recommendation made in Item 1 to the study suggests that instead of having the inspectors in the trucks, as long as the have Nextbus, the inspectors could monitor more than one line maybe at a central location. Mr. Rolfe indicated that Muni has had one inspector assigned at Church and Duboce for quite some time. Mr. Vartanoff expressed the opinion that if inspectors are using laptops looking at Nextbus using cell phones that there is no need for inspectors to be in the field. Mr. Vartanoff suggested that there should be one person each shift that should be identified as N-Line Czar who has the authority to override the individual Inspector's decision. Mr. Pilpel commented that there was at one time an inspector assigned at Judah and 19th Avenue parked in a truck with a phone that was responsible for the entire N-Line from the Beach to the Transbay Terminal. Mr. Pilpel suggested he does understand that the inspector's station at Church and Duboce had been rebuilt and that a field trip may be needed. He further stated that he is unsure that there should be line managers and that this Committee and the CAC should be advised of how inspectors are guided in terms of line management; what are the principles they adhere to. Mr. Vartanoff asked that the Chair request from Street Inspectors and Metro Rail Operations to provide written guidelines/policy/procedures as to how inspectors perform their day-to-day functions. The Chair indicated that staff from will be invited to a future Committee meeting.

Mr. Pilpel suggested that the focus of the Committee's review of the Rescue Muni Study is safety, schedule adherence, reliability and speed. The Chair then directed Committee members' attention to the observation made in Item 3 of the N-Line Study that addressed passengers and drivers confusion as to the route and scheduled stops for Owl and/or substitute bus service. Mr. Pilpel indicated that this is not an issue.

Embarcadero Section:

The Chair indicated that regarding the observation made in Item 4 to the study that there are traffic pre-empts at least going out to the train stations. Mr. Vartanoff commented that the wiring is there but it is not in service. Mr. Pilpel commented this is an opportunity for staff to address this issue.

Mr. Vartanoff requested that the Committee closely review the observation made in Item 5 to the study that too often the Metro is delayed entering the CalTrain Station and passengers sit while their CalTrain pulls out leaving people with a long wait for the next train. Too often a Metro pulls out a few seconds after a CalTrain arrives and passengers have a long wait for the next Metro. Mr. Pilpel commented that he was advised at the end of baseball season Muni plans to move the N-Line Terminal to a temporary terminal on King between Second and Third Streets because of a six-month or more track connection construction project from King to Fourth Street. Mr. Pilpel commented that the distance between CalTrain and the N-Line will increase and service on the 80/81 has been reduced in scope. In response to Daniel Murphy's question concerning the terminus for the CalTrain stop, Mr. Pilpel commented that it is his belief that a temporary crossover will be installed east of the current crossover between Third and Fourth Streets.

Ms. Downey directed the Committee's attention to the recommendation contained in Item 7 to the study, which she indicated, concerns the Nextbus connection and providing a connection to the ATC system location near the Embarcadero portal to provide information on next N-Line train at the Embarcadero. Mr. Vartanoff commented that this has still not happened.

Inner Sunset:

Concerning recommendation contained in Item 9; provide ticket vending machines to speed up loading at busy stops such as Carl & Cole, Carl & Stanyan, and UCSF, Mr. Pilpel suggested as a formal information request, "For all non-subway stops, all surface stops on Metro grade, prioritize a list of the top ten boarding and lighting locations throughout the system." Mr. Rolfe commented that Carl & Cole and UCSF are heavy commuter stops that ticket machines should be installed at these locations and a continued study to determine other locations where ticket machines would be warranted.

The Chair then directed the Committee's attention to the observation and recommendation contained in Item 10 to the study that too often autos park between the Sunset Tunnel and Cole Street blocking the outbound Metro, and that a physical barrier to prevent automobiles from parking in this area should be erected. Mr. Rolfe indicated that on the Cable Car has at some locations at certain curbs rubber barriers in place. Mr. Pilpel stated that barriers were installed; however there is a problem in maintaining/replacing the bollards as they are knocked off, removed for line work or repainting is required due to weathering. Mr. Pilpel suggested that a bulb-out should be considered in this location, but there are other areas in which bollards are needed. Mr. Pilpel suggested that there are other places throughout the system in which bollards and repainting of boundary lines are needed and that a maintenance system with routine checks should be developed for maintaining the bollards and repainting of boundary lines.

The Chair indicated that it was also suggested that the Key Stop (ADA accessible raised platform area) at Carl and Cole and it had been noted outside of UCSF at Second and Irving that signage need to be installed directing non-ADA riders to the appropriate loading area. Mr. Vartanoff commented that the policy should be that operators should pull forward to the low end of the ramp and allow non-ADA riders to board and advise riders of the correct location of the stop instead of passing riders up.

The Chair called the Committee's attention to the recommendation contained in Item 13 of the study; consolidate the Willard and Hillway stop to the crossover. Ms. Downey moved the following motion, which was seconded by Ms. Cauthen:

Motion: THE MTA CAC RECOMMENDS THAT MUNI ELIMINATE THE WILLARD STOP ON THE N-JUDAH LINE AND MOVE THE HILLWAY REVENUE STOP TO THE LOCATION OF THE MANDATORY SAFETY STOP AT THE CROSSOVER.

The motion unanimously passed.

The Chair indicated a concern regarding the double parking/double fine initiated in the areas of 9th and Irving and Carl and Cole and expressed a desire to know how effective the parking enforcement has been in these areas.

Outer Sunset:

The Chair directed the Committee's attention to the observation made in Item 19 of the study; too often there are more than two trains at the end of the line and the outbound train stops well short of the beach. Ms. Downey indicated that this item should be a future discussion with Metro Operations.

Mr. Vartanoff directed the Committee's attention to the observation and recommendation made in Item 19 of the study; Cars stop for safety at the cross over near Thirtieth which slows service and that Muni investigate the possibility of relocating the stop to combine the passenger stop near the safety stop.

The Chair stated that staff from Metro Operations, Rail Safety, DPT Traffic Engineering and Enforcement and CalTrain should be invited to discuss the Rescue Muni Study and Recommended Metro Improvements Surface Portions of the M and N Line and highlights from today's meeting.

Mr. Pilpel commented that next month's topics would be the M and N Line and Station Operations.

7. Service and Signage Improvements to 39 Coit Service. Ms. Cauthen provided a status report indicating that Muni and DPT representation was provided at the community meeting. Ms. Cauthen indicated that Muni representatives commented that the proposed route change to turn on Jefferson would create enormous problems and it was kind of concluded that publicizing the route and bus service, and the posting the schedule would be a good first step. Ms. Cauthen stated that she pushed for doing the paddle stopping concurrently and maintaining the scheduled headways. Discussions concerning signage at the garage as well as Pier 39

promoting the 39 Coit service also took place. Ms. Cauthen request the permission of the Committee to expresses the opinion during the community meetings that the MTA CAC SRQC feels that in addition to just publicizing the 39 Coit service it is really important to try the paddle stopping as well. The Chair canvassed the Committee members and it was agreed that Ms. Cauthen could express the opinion at future community meeting that the idea of a paddle-stopping pilot project as an experiment to determine if improvements in service are derived is supported by the MTA CAC SRQC.

8. **Passenger Service Requests (PSR).** Mr. Murphy indicated that there has not been a meeting of the Task Force and a meeting is to be scheduled.

9. **Review of SRQC Information Request.** The Chair indicated that the Committee has no outstanding information requests.

Ms. Cauthen requested at this time to return to discussion of Agenda Item 7. She indicated that regarding the 39 Coit service, if necessary and since the Committee has agreed to a policy that publicizing the 39 Coit service and support for the paddle stopping pilot program a letter should be drafted stating the Committee's policy agreement. Mr. Murphy indicated that he would sign such a letter, however, the position should be made through a formal motion to the Council. Ms. Cauthen moved the following, which was seconded by Ms. Downey:

Motion: THE MTA CAC RECOMMENDS THAT MUNI AND THE DEPARTMENT OF PARKING AND TRAFFIC (DPT) COMMENCE THE PILOT PROGRAM FOR THE 39 COIT INCORPORATING BOTH PUBLICITY AND PADDLE STOPPING AT COIT TOWER.

The motion unanimously passed.

The Chair called for Public Comment. Mr. Vartanoff asked that the discussion concerning the J and L-Lines be added to the discussion of the M and N-Lines. The Chair agreed.

10. **Committee Members' Questions and Comments.** No additional questions or comments were made.

11. **Future Topics.** No discussion was held.

11. **Next regular meeting:** October 28, 2002, 401 Van Ness, Room 334, 5:30pm.

12. **Adjournment:** 7:24pm.

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8/02
**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Notice of Regular Meeting and Agenda

Monday, October 28, 2002 at 5:30pm
401 Van Ness Avenue, Room 334
San Francisco, CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

The MTA CAC may be contacted as follows:

Citizens' Advisory Council
Municipal Transportation Agency
401 Van Ness Avenue, Suite 334
San Francisco, CA 94102-4524
(415) 554-6873 Voice (415) 554-4103 Fax

NOTE: Members of the Citizens' Advisory Council who are not members of this Committee may attend this Committee meeting. In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

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OCT 28 2002

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**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Monday, October 28, 2002 at 5:30pm
401 Van Ness Avenue, Room 334
San Francisco, CA

AGENDA

- | | |
|--|------|
| 1. Call to Order/Roll Call | 5:30 |
| 2. Review and adopt minutes for June 24, July 22, and September 23: (Action Items) | 5:35 |
| 3. Public Comment | 5:36 |
| 4. Report of the Chair (Discussion/Action Item) | 5:37 |
| 5. Proof of Payment (POP) (Discussion/Action Items) | 5:40 |
| a. Monthly Citation Report Explanation | |
| b. Motion: THE MTA CAC RECOMMENDS THAT FARE INSPECTORS NOT BE USED
 FOR OTHER THAN PROOF OF PAYMENT SERVICE. | |
| (Motion re-referred to Committee by Council on October 3, 2002) | |
| 6. Rescue Muni J, L, M & N Lines Recommendations (Discussion/Action Items) | 5:50 |
| 7. Service and Signage Improvements to 39 Coit Service (Discussion/Action Item) | 7:00 |
| 8. Passenger Service Requests (PSR) (Discussion/Action Item) | 7:10 |
| Report from Passenger Service Reports (PSR) Task Force Committee Representatives
(Daniel Murphy/Bruce Oka) | |
| 9. Review of SRQC Information Request (Discussion/Action Item) | 7:15 |
| 10. Committee Member's Question and Comments (Discussion/Action Item) | 7:20 |
| 11. Future Topics (Discussion) | 7:25 |
| (a) Department of Parking and Traffic (DPT)/Enforcement | |
| (b) Bus Cleaning | |
| (c) Muni Inspectors | |
| (d) Station Operations | |
| (e) Cable Car Follow-up | |
| (f) Service Standards Follow-up | |
| 12. Next regular meeting November 25, 2002 , 401 Van Ness, Room 334, 5:30PM | |
| 13. Adjournment | 7:30 |

Attachments:

- | | |
|------------------|--|
| Agenda Item 2 - | SRQC Draft Minutes of June 24, July 22, and September 23, 2002 |
| Agenda Item 5a - | Joan Downey email of Friday, October 18, 2002 |
| | Ted Unaegbu email of Thursday, August 29, 2002 |
| Agenda Item 5b - | Ted Unaegbu (Manager, Proof of Payment) email of 10/9/02 (Subject: Clarification of POP Officers' Duties) |
| Agenda Item 6 - | Rescue Muni letter of October 21, 2002 (Re: J Line improvements/Consent decree) |
| | Executive Director, Municipal Transportation Agency letter of August 8, 2002 (Re: Response to Rescue Muni letter of June 17, 2002 - Improvements to the J-Church Metro Line) |
| | Rescue Muni letter of October 10, 2001 (Re: L Taraval) |
| | Rescue Muni Study and Recommended Metro Improvements Surface Portion of 'M' Line |
| | Rescue Muni Study and Recommended Metro Improvements Surface Portion of 'N' Line |

Disability Access

This meeting will be held in Room 334 (Conference Room) at 401 Van Ness Avenue, San Francisco, between McAllister and Grove Streets (the War Memorial Veterans' Building). From the first floor lobby, take either elevator to the 3rd floor, make a left, and enter through Room 334.

The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus line nearest the meeting location is the 47 Van Ness. The closest MUNI Metro stop is the Van Ness Muni Station, where one can transfer to a 47 Van Ness bus. For more information about Muni accessible services, call (415) 923-6142.

There is accessible on-street vehicle parking available in the vicinity of the meeting location. A bicycle rack is located outside the main entrance to 401 Van Ness. The Civic Center Garage (entrance on the south side of McAllister Street, between Polk and Larkin Streets) includes bicycle racks in view of a parking attendant.

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The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

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Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the peoples' business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the peoples' review.

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For more information on your rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code) or to report a violation of the ordinance, contact Donna Hall by mail to Administrator, Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 409, San Francisco, CA 94102-4683; by phone (415) 554-7724; by fax (415) 554-7854 or by email at Donna_Hall@ci.sf.ca.us.

Citizens interested in obtaining a free copy of the Sunshine Ordinance can request a copy from Ms. Hall or by printing Chapter 67 of the San Francisco Administrative Code on the Internet at <http://www.ci.sf.ca.us/bdsupvrs/sunshine.htm>.

Lobbyist Ordinance

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Campaign and Governmental Conduct Code, Section 2.100, to register and report lobbying activity. For more information about the Lobbyist Ordinance, contact the Ethics Commission at 30 Van Ness Avenue, Suite 3900, San Francisco, CA 94102, telephone (415) 581-2300, fax (415) 581-2317, or visit their website at <http://www.ci.sf.ca.us/ethics/>.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Service Reliability and Quality Committee (SRQC)

Notice of Regular Meeting and Agenda

**Monday, November 25, 2002 at 5:30pm
401 Van Ness Avenue, Room 334
(Conference Room #335)
San Francisco, CA**

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Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

The MTA CAC may be contacted as follows:

**Citizens' Advisory Council
Municipal Transportation Agency
401 Van Ness Avenue, Suite 334
San Francisco, CA 94102-4524
(415) 554-6873 Voice (415) 554-4103 Fax**

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Disability Access

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City & County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
Monday, November 25, 2002 at 5:30pm
401 Van Ness Avenue, Room 334
San Francisco, CA

AGENDA

- | | |
|--|------|
| 1. Call to Order/Roll Call | 5:30 |
| 2. Review and adopt minutes for June 24, July 22, and September 23: (Action Items) | 5:35 |
| 3. Public Comment | 5:36 |
| 4. Report of the Chair (Discussion/Action Item) | 5:37 |
| 5. Proof of Payment (POP) (Discussion/Action Items) | 5:40 |
| a. Monthly Citation Report Explanation | |
| b. Motion: THE MTA CAC RECOMMENDS THAT FARE INSPECTORS NOT BE USED FOR OTHER THAN PROOF OF PAYMENT SERVICE. | |
| (Motion re-referred to Committee by Council on October 3, 2002) | |
| 6. Rescue Muni J, L, M & N Lines Recommendations (Discussion/Action Items) | 5:50 |
| 7. Service and Signage Improvements to 39 Coit Service (Discussion/Action Item) | 7:00 |
| 8. Passenger Service Requests (PSR) (Discussion/Action Item) | 7:10 |
| Report from Passenger Service Reports (PSR) Task Force Committee Representatives
(Daniel Murphy/Bruce Oka) | |
| 9. Review of SRQC Information Request (Discussion/Action Item) | 7:15 |
| 10. Committee Member's Question and Comments (Discussion/Action Item) | 7:20 |
| 11. Future Topics (Discussion) | 7:25 |
| (a) Department of Parking and Traffic (DPT)/Enforcement | |
| (b) Bus Cleaning | |
| (c) Muni Inspectors | |
| (d) Station Operations | |
| (e) Cable Car Follow-up | |
| (f) Service Standards Follow-up | |
| 12. Next regular meeting December 23, 2002, 401 Van Ness, Room 334, 5:30PM | |
| 13. Adjournment | 7:30 |
- Attachments (Distributed with SRQC Notice of Regular Meeting and Agenda of October 28, 2002):
- Agenda Item 2 - SRQC Draft Minutes of June 24, July 22, and September 23, 2002
- Agenda Item 5a - Joan Downey email of Friday, October 18, 2002
Ted Unaegbu email of Thursday, August 29, 2002
- Agenda Item 5b - Ted Unaegbu (Manager, Proof of Payment email of 10/9/02 (Subject: Clarification of POP Officers' Duties)
- Agenda Item 6 - Rescue Muni letter of October 21, 2002 (Re: J Line improvements/Consent decree)
Executive Director, Municipal Transportation Agency letter of August 8, 2002 (Re: Response to Rescue Muni letter of June 17, 2002 - Improvements to the J-Church Metro Line)
Rescue Muni letter of October 10, 2001 (Re: L Taraval)
Rescue Muni Study and Recommended Metro Improvements Surface Portion of 'M' Line
Rescue Muni Study and Recommended Metro Improvements Surface Portion of 'N' Line



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Service, Reliability & Quality Committee (SRQC)

**Monday, November 25, 2002, 5:30 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA**

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FINAL MINUTES

1. **Call to Order/Roll Call.** The meeting was called to order at 5: 34 p.m.

Committee Members Present: Joan Downey (Chair), Daniel Murphy, Norman Rolfe, Bruce Oka.

Committee Members Absent: Sue Cauthen.

Community Organization Representatives: Rosie West (Rescue Muni Metro Committee).

Staff Present: Paul Czechowicz (MTA CAC Staff Liaison), Vincent Dunlap (MTA CAC Secretary).

2. **Public Comment** (Agenda Item 3). The Chair call for public comment on any matter under the jurisdiction of the Committee but not listed on the agenda. No public comment was made at this time.

3. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair indicated that there was noting to report at this time.

4. **Proof of Payment (POP)** (Agenda Item 5 - Discussion/Action). The Chair called for this agenda item.

a. **Monthly Citation Report Explanation.** Following discussion it was concluded that the clarification of Fare Inspectors functions and execution of responsibilities as contained in Ted Unaegbu (Manager, Proof of Payment) email of October 9, 2002 was acceptable.

b. **Motion: THE MTA CAC RECOMMENDS THAT FARE INSPECTORS NOT BE USED FOR OTHER THAN PROOF OF PAYMENT SERVICES.** The Chair called for discussion of motion that had been re-referred to the Committee by the Council on October 3rd. Daniel Murphy expressed the view that the concerns relative to the motion seem to evolve around the issue of Fare Inspectors being used for other than POP services. Mr. Murphy stated that PacBell Park is a POP station and due to the uniqueness of PacBell Park Muni's use of POP Fare Inspectors before and after ball games to assist in guiding fans safely across the Muni rail tracks may not be a significant issue. He stated if there were a pattern of POP Fare Inspectors being used for other than POP services during other events then this matter would be of greater concern. He expressed the opinion that he would like to see more general enforcement of POP. Paul Czechowicz (MTA CAC Liaison) suggested that the intention of the motion might be rephrased indicating POP Fare Inspectors to be primarily used for the POP program and to increase POP enforcement. Mr. Murphy suggested that the Committee submit a request for



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information to Muni Staff requesting what criteria are applied to determine whether a Proof of Payment (POP) citation is issued before further developing the motion or tabling it.

With the consent of the Committee, the Chair indicated that the motion would be continued to the next meeting pending response to information request.

5. Review and adopt minutes for June 24, July 22, and September 23 (Agenda Item 2 - Action). Following discussion of minor corrections to the minutes, Mr. Murphy moved the following motion that was seconded by Norman Rolfe:

Motion: The SRQC adopt the minutes for June 24, July 22, and September 23, 2002 with corrections as submitted by the Chair.

The motion unanimously passed.

6. Rescue Muni J, L, M & N Lines Recommendations (Agenda Item 6 -Discussion/Action). Joan Downey stated that members of Rescue Muni Metro Committee conducted a study of all four Metro lines and submitted recommendations for improving surface portion of the M-Line in October 1999, met with Muni on December 15, 1999, and submitted a follow-up letter on January 15, 2001. Rescue Muni completed a study of the N-Line on November 8, 2000, Muni responded on November 20th, however, and there has been no response to Rescue Muni's comments. Ms. Downey expressed the opinion that the Rescue Muni recommendations address legitimate complaints that are low cost fixes for Muni to effect and it appears as though nothing has happened. Mr. Czechowicz commented that some of the recommendations have been responded to and have been included in the amended Short Range Transit Plan (SRTP) draft that has been distributed for review. He added that funding has to be identified before the recommended fixes can be acted on and in order to receive the necessary funding improvements have to be addressed through a capital project planning process. Mr. Czechowicz commented that a significant number of outstanding recommendations are Department of Parking and Traffic (DPT) issues.

The Chair recommended that the Committee review the Rescue Muni studies and recommended improvements to surface portion of Metro J, L, M and N Metro Lines (attachments to Agenda Item 6). Mr. Murphy recommended that the Committee prioritize outstanding recommendations.

During discussion of the Rescue Muni improvement recommendations concerning the M-Line, Mr. Murphy suggested that the wording "Transit First" be deleted from recommendation #5. The Chair and Committee members agreed.

Rosie West (Rescue Muni Metro Committee) expressed concern regarding the M-Line crossing delays along 19th Avenue pass Eucalyptus Street. Mr. Czechowicz explained that 19th Avenue is a state highway and the state controls all the signalization along that street. Coming forth from the Rescue Muni recommendation is a proposal that the City gains control of the Eucalyptus Street traffic signal and synchronizing the signal in such a way as to clear the M-Line crossing.

Ms. West also commented on the traffic congestion at West Portal Avenue (Portola Drive and Vicente Street) that continuously impacts Metro lines services at the tunnel, and the unsafe location were passengers embark and disembark Light Rail Vehicles at Ocean and San Jose.

In reviewing the Rescue Muni Recommended Improvements to Surface Portion of M-Line, the Committee:

- Discussed recommendation 1.
- Determined that recommendations 4, 20 and 22 are no longer necessary since Muni has ceased street coupling of cars.
- Decided that recommendations 6, 13 and 15 are not feasible as a result of mechanical operations, safety or system upgrade cost constraints.
- Refer to DPT for response recommendations 3, 5, 7, 8, 9, 10, 11, 12, 14, 16, 17, 18, 19 and 21.
- Requested Muni Staff follow-up on recommendations 2, 7, 14 and 23.

Mr. Czechowicz stated that he would refer Rescue Muni recommendation to DPT for response and follow up with Muni Staff, accordingly.

In reviewing the Rescue Muni Recommended Improvements to Surface Portion of N-Line, the Committee:

- Discussed recommendations 1, 2, 3 and 6.
- Concluded recommendations 5, 8, 12, 13 and 18 required no further follow-up.
- Referred to DPT for response recommendations 10, 14, 15, 16 and 17.
- Requested Muni Staff follow-up on recommendations 4, 7, 9, 11 and 19.

During discussion of J-Line Improvements, Mr. Czechowicz stated that:

- The Balboa Park Terminal improvements will be considered as Muni integrates with BART's reconfiguration plan.
- Recommended improvements regarding Muni at the Glen Park BART station is prohibited by cost and physical constraints.
- The 30th Street Stop recommendation cannot be affected due to traffic safety reasons.
- Transit-Preferential Traffic Signals (TPTS) concerns are addressed in Muni's "Vision Plan" (A Vision for Rapid Transit in San Francisco) and in the Short Range Transit Plan Amendment.

7. Service and Signage Improvements to 39 Coit Service (Agenda Item 7 - Discussion/Action). The Chair directed that Agenda Item 7 be skipped at this time.

8. Passenger Service Requests (PSR) (Agenda Item 8 - Discussion/Action). Mr. Murphy indicated that he was contacted about a month and a half ago regarding a PSR meeting and was not able to attend. Mr. Oka indicated that he was notified of the meeting. Mr. Murphy stated that he would be in contact with the PSR Task Force before the next meeting. Mr.

Murphy indicated that the most significant concern he has regarding the PSR review is that the categorization be sufficiently detailed and meaningfully.

9. Review of SRQC Information Request (Agenda Item 9 - Discussion/Action). No discussion or action taken.

10. Committee Members' Questions and Comments (Agenda Item 10 - Discussion/Action). No additional questions or comments were made.

11. Future Topics (Agenda Item 11 - Discussion). The Chair suggested a staff presentation on DPT Enforcement or either Station Operations. Mr. Czechowicz suggested follow-up on DPT response to Rescue Muni Study and Recommended Metro Improvements to Surface Portion of J, K, L M and N Lines. Ms. Downey stated that the two topics that would interest her the most would be either Muni Inspectors or the DPT enforcement piece of it. The Chair then indicated that some of the DPT enforcement issues are being considered in the Safety, Training and Accessibility Committee (STAC) in which Mr. Oka agreed. The Chair then suggested that the DPT enforcement be removed from the Committee's future topics. Mr. Murphy suggested that a discussion of Committee Chairs need to occur regarding how Council concerns relative to DPT issues are divided amongst the existing Council Committees. Mr. Murphy referenced a proposed plan prepared by David Pilpel that will be used as a starting point in assigning DPT topics of concern to Council Committees. Mr. Czechowicz suggested that the Committee begin its review of Service Standards in February or March.

11. Next regular meeting scheduled for **December 23, 2002**, 401 Van Ness, Room 334, 5:30pm is **cancelled**.

12. Adjournment: 7:35pm.

**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Notice of Cancellation of Regular Meeting

Monday, December 23, 2002 at 5:30pm
401 Van Ness Avenue, Room 334
San Francisco, CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

The MTA CAC may be contacted as follows:

Citizens' Advisory Council
Municipal Transportation Agency
401 Van Ness Avenue, Suite 334
San Francisco, CA 94102-4524
(415) 554-6873 Voice (415) 554-4103 Fax

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**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Notice of Cancellation of Regular Meeting

Monday, December 23, 2002 at 5:30pm
401 Van Ness Avenue, Room 334
San Francisco, CA

Please note that the Service Reliability and Quality Committee (SRQC) will NOT hold it's meeting which was scheduled for Monday, December 23, 2002 at 5:30PM. No agenda for this meeting was posted and distributed in advance.

Please contact Vincent Dunlap at (415) 554-6873 if you have any questions.



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Service Reliability and Quality Committee (SRQC)

**Notice of Cancellation of Regular Scheduled Meeting
for**

January 27, 2003

**Rescheduled Regular Scheduled Meeting and Agenda
for**

Friday, January 24, 2003

at 3:00pm

**401 Van Ness Avenue, Room 334 (Conference Room #335)
San Francisco, CA**

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

The **Regular Scheduled Meeting** of the SRQC for **MONDAY, JANUARY 27, 2003 at 5:30pm, 401 Van Ness Avenue, Room 334 (Conference Room 335), San Francisco, CA** is **CANCELLED**. (No agenda was published for this meeting)

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**Municipal Transportation Agency
Citizens' Advisory Council
City & County of San Francisco**

Service Reliability and Quality Committee (SRQC)

AGENDA

Rescheduled Regular Meeting

Friday, January 24, 2003 at 3:00p.m.

401 Van Ness Avenue, Room 334 (Conference Room #335)

San Francisco, California

- | | | |
|-----|--|------|
| 1. | Call to Order/Roll Call | 3:00 |
| 2. | Review and adopt minutes (Action) | 3:05 |
| | November 25, 2002 | |
| | June 3, 2002 | |
| | May 16, 2002 | |
| 3. | Public Comment | 3:10 |
| 4. | Report of the Chair (Discussion/Action) | 3:15 |
| 5. | Motion: THE MTA CAC RECOMMENDS THAT FARE INSPECTORS NOT BE USED FOR OTHER THAN PROOF OF PAYMENT SERVICES [Attachment] | 3:20 |
| | (Discussion/Action) | |
| | (Motion re-referred to Committee by Council on October 3, 2002/
SRQC referred on November 25, 2002) | |
| 6. | Rescue Muni J, L, M & N Lines Recommendations Follow-up (Discussion/ Action) | 3:30 |
| | Paul Czechowicz (MTA CAC Liaison) | |
| 7. | Passenger Service Report (PSR) Draft (Discussion/Action) | 3:45 |
| 8. | 39 Coit Service Improvement Update (Discussion/Action) | 4:10 |
| 9. | Committee Members' Questions/Information Requests (Discussion/Action) | 4:15 |
| 10. | Schedule Upcoming Meetings and Agenda Items (Discussion/Action) | 4:20 |
| | Next regular meeting scheduled for February 24, 2003,
401 Van Ness, Room 334, 3:00 p.m. | |
| 11. | Adjournment | 4:30 |
- Attachments:
- Agenda Item 2 - Draft SRQC Minutes:
- November 25, 2002
- June 3, 2002
- May 16, 2002
- Agenda Item 5 - MTA CAC Request for Information Request #021125-1 (with response)
- Agenda Item 7 – Passenger Service Report (PSR) Draft

**Municipal Transportation Agency
Citizens Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Tentative Topic Calendar

February 2003

Service Standards Review

March 2003

Cable Car Follow-up

April 2003

Station Operations

May 2003

Bus Cleaning

Follow-up items:

39 Coit Service Improvement

Passenger Service Report (PSR)



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Service, Reliability & Quality Committee (SRQC)

Friday, January 24, 2003 at 3:00 p.m.
401 Van Ness Avenue, Room 334
San Francisco, CA

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FINAL MINUTES

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1. **Call to Order/Roll Call.** The meeting was called to order at 3:12 p.m.
Committee Members Present: Joan Downey (Chair), Bruce Oka, Norman Rolfe, Sue Cauthen.
Committee Members Absent: Daniel Murphy.
Council Members Present: Dorris Vincent.
Muni Staff Present: Mary Travis-Allen (Muni Passenger Service Request (PSR) Task Force Coordinator), Peter Straus (Director of Service Planning), Paul Czechowicz (MTA CAC Staff Liaison), Vincent Dunlap (MTA CAC Secretary).

2. **Review and adopt minutes for November 25, June 3 and May 16, 2002** (Agenda Item 2 - Action). Bruce Oka moved the following, which was seconded by Norman Rolfe:

Motion: The SRQC adopts the minutes for November 25, 2002 with minor typographical corrections as submitted by the Chair.

The motion passed.

(Joan Downey, Bruce Oka, Norman Rolfe voted yes; Sue Cauthen, Daniel Murphy absent.)

Motion: The SRQC adopts the minutes for June 3, 2002.

The motion passed.

(Joan Downey, Bruce Oka, Norman Rolfe voted yes; Sue Cauthen, Daniel Murphy absent.)

Motion: The SRQC adopts the minutes for May 16, 2002.

The motion passed.

(Joan Downey, Bruce Oka, Norman Rolfe voted yes; Sue Cauthen, Daniel Murphy absent.)

3. **Public Comment** (Agenda Item 3). The Chair noted that no members of the public were present and no public comment was made at this time.

4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair indicated that there was nothing to report at this time.

5. **Motion: THE MTA CAC RECOMMENDS THAT FARE INSPECTORS NOT BE USED FOR OTHER THAN PROOF OF PAYMENT SERVICES** (Agenda Item 5 - Discussion/Action). The motion had been re-referred to the Committee by the Council on October 3, 2002 and the Committee continued the motion for discussion at this meeting pending receipt of additional



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information regarding the criteria applied to determine whether a Proof of Payment (POP) citation is issued. The Chair indicated that the Committee had received a response to Mr. Murphy's question and the Committee's request for information as to the criteria is applied to determine when a POP inspector is to issue a citation. The Chair commented, in her opinion, the response was not clear as to whether the fare inspectors would be used for other than POP services. Paul Czechowicz (MTA Liaison) commented that the issue addressed two separate Committee concerns; one the number of citations issued and the other regarding the use of POP officers in other than POP duties. Mr. Czechowicz indicated that an email response had been sent directly to the Chair regarding the use of POP officers in other than POP duties. Mr. Rolfe commented on having received a copy of the email that explained that the Second Street Station is designated as a Proof of Payment location and that the fare inspectors were not truly being removed for performing their duties. The Chair suggested that the motion be dropped. Mr. Oka moved the following, which was seconded by Mr. Rolfe:

Motion: The SRQC removes the recommendation.

The motion to remove passed.

Joan Downey, Bruce Oka, Norman Rolfe voted yes; Sue Cauthen, Daniel Murphy absent.)

The Chair indicated a change in the order of the agenda and called for Agenda Item 7 (Passenger Service Report (PSR) Draft) before Agenda Item 6 (Rescue Muni J, L, M & N Lines Recommendations Follow-up).

6. Passenger Service Report (PSR) Draft (Agenda Item 7 - Discussion/Action). Ms. Downey indicated that having reviewed the draft Passenger Service Report, the Committee understands that the PSR Task Force was charged with evaluating the current PSR process and Muni's associated internal operations. Ms. Downey commented that previous Committee discussions addressed making the whole PSR process description include a section that is more customer oriented since the PSR process is probably the main way the customer interacts with Muni.

Ms. Downey suggested the following changes to the draft document:

- **That the document's title should be changed to reflect that it is more of an internal document that addresses the internal operations of the PSR process and should be named, "Internally Operation's Handling of the PSR Process" or that it should be expanded to address the entire PSR process.**
- **That the reference to the mission and goals needs to indicate that this is Muni's main way of contact with the public.**
- **That a centralized point of contact should be identified within the document that provides one phone number, a website location or email for which customer complaints regarding any perceived complaint may be registered through.**
- **That the interface between the customer and Muni should be easier and that there not be separate processes for reporting complaints concerning operators, graffiti or service problems on the Metro Lines and buses.**
- **That a commendation section should be included ensuring that passenger complements to Muni employees are actually presented to the employee, and a record of commendations be maintained.**

(Sue Cauthen arrived at 3:21pm).

Mr. Rolfe commented that his understanding of Ms. Downey's suggestions is that one central person or office should take any type of customer complaint and that person or office directs the complaint accordingly. Mr. Rolfe suggested that an actual individual and not an electronic directory answering menu response system be utilized.

Ms. Downey expressed the opinion that the draft concerns itself with the issues regarding complaints against a specific individual, which included many of the Council's recommendations, but the draft does not address other types of customer complaints such as maintenance or operational complaints. Ms. Downey stated that the title of the documents give the overall impression that it addresses the PSR process on a whole when in fact it is more of an operational guide and does not specifically address how the customer relation's portion of the process is effected. Paul Czechowicz (MTA CAC Liaison) directed the Committee's attention to the introduction and background to the draft PSR document, which states that the task force was assembled to evaluate the current (PSR) process and recreate the process in accordance with the Memorandum of Understanding (MOU) between the San Francisco Public Municipal Transportation Agency and the Transit Workers Union.

Mr. Czechowicz suggested that as part of the document's intake section an explanation should be included stating to the effect that to make it convenient for our customers submitting complaints and/or commendations that one phone number be identified along with the Muni website.

Mr. Czechowicz pointed out that the task force charge was more operational oriented. Ms. Travis-Allen (Muni Passenger Service Request (PSR) Task Force Coordinator) commented that the task force review of the PSR process was specific to the MOU and how the process applied to the Transport Workers Union operators. As part of the investigation process in qualifying complaints against Muni operators maintenance or equipment failure information would be captured through the investigative process and used to identify a specific complaint. Ms. Travis-Allen commented that the thrust of the task force was to expedite the identification, resolution and effect procedures in making some corrective evaluation of the employee rather than applying a defined matrix that leads to some sort of discipline line. Ms. Travis-Allen stated that the process takes into consideration the manner in which Muni would proactively invoke corrective action, making the employee whole, while in turn address the concerns of providing customer satisfaction. Ms. Travis-Allen commented that a significant portion of the current PSR process is just a matrix towards discipline. She added that both Muni management and the Unions have an interest to adequately address the needs of both the employee and the public. Education and training of the Division Superintendents and Division Chairs on how to conduct an investigation, interview a complainant by telephone, and gain information solely based on the complaint will be provided and established as part of the PSR criteria. This aspect of the process should result in giving validity to the substance of the complaint - to fully explore and take into consideration all causes and factors to a complaint.

Ms. Downey and Mr. Oka expressed their displeasure with the current hearing process. Ms. Travis-Allen commented that as part of the criteria in making the PSR process a success the educating and training of the Division Superintendents and Division Chairs in the proper investigations and telephone interview processes should expel the issue of complainants feeling uncomfortable as has been expressed concerning the current hearing process.

Ms. Travis-Allen stated that there are sections of the draft in which the language need to be clarified differentiating between complaints against an operator requiring no further action and those that required follow-up resulting from maintenance, mechanical or service issues.

Ms. Downey expressed the opinion that it appears that no follow-up action to the complaint occur after the initial intake and Muni does a very poor job in coordinating complaints that involve two or more departments. Mr. Czechowicz commented that although not described in the PSR Draft all telephone/web complaints regarding equipment and services are directed to the Complaint Department for registrations and for directive. He also stated that on a general basis Muni does a better job than many other transit properties that do not take complaints or even have a complaint line for their customers. Ms. Downey did comment that of the individuals she has spoken with that have submitted PSRs the individuals state that they have received really good intake service and a sense that the Muni employees who do answer the phones and record complaints understanding the nature of the complaint.

Ms. Travis-Allen summarized the discussion by stating that the task force was charged with reviewing the PSR process specifically as to its application to operations, identifying customers' satisfaction and consideration of the Committee recommendations in capturing complaint data. Ms. Travis-Allen added that in developing the process for Trapeze, which will expand Muni's data collection and distribution abilities, operational, and material complaints will be more easily identified from specific complaints against operators. Ms. Travis-Allen indicated that the draft is a good foundation and refinements will be effected as the procedures are worked through. She added that the Committee's suggestions concerning refining the direction of complaints and getting resolution would be included in the process.

7. Service and Signage Improvements to 39 Coit Service (Agenda Item 8 - Discussion/Action). Ms. Cauthen provided the Committee a brief overview of the Council's efforts conjointly with the Telegraph Hill Dwellers, North Beach Neighbors, and Telegraph Hill Neighborhood Association resulting in the plan that was submitted to Muni for consideration in improving the 39-Coit Service. Peter Straus (Director of Service Planning) expressed his appreciation regarding the quality and the amount of the work Mr. Bill Seelinger (Telegraph Hill Dwellers) put into the plan that was submitted through the Council as a recommendation. Mr. Straus stated that there had been discussions as to conducting a pre-test of the proposed plan over a weekend. However, due to a number of issues that needed to be decided at the Executive Director's organizational level, it was concluded that Muni was not prepared to conduct the pre-test due to safety and current fiscal considerations. Mr. Straus stated that staffing of the plan would have to be done through the use of a Parking Control Officer (PCO) and payment of over-time would be necessary. Mr. Straus added, as a result of the current imposed fiscal constraints, Muni is not investing in new programs, and the safety and liability issues of operating the bus uphill on the downhill side of the road were the significant reasons it was decided not to proceed with the pre-testing. The Committee discussed alternative resolutions concerning reducing or restricting parking at Coit Tower and issuing specific residential parking permits at Coit Tower. Mr. Straus commented that twenty-eight parking spaces might not be required to supporting residential parking. The Chair stated that she would contact Mr. Bill Seelinger and Ms. Gerry Crowley regarding the suggestion of reducing parking at Coit Tower.

8. Rescue Muni J, L, M & N Lines Recommendations (Agenda Item 6 -Discussion/Action).

Mr. Straus stated that an initial set of correspondence was received regarding the J and L-Lines and response was provided. Subsequently, some months following the same list concerning the J and L-Lines was received again that did not reflect the earlier response. Mr. Straus expressed the opinion that the recommendations concerning the J and L-Lines have be addressed and that Muni Staff is still working on the recommendations concerning the M and N-Lines. The Chair indicated that there were a number of DPT issues in the recommendations that no response has been received. Mr. Czechowicz stated that the Muni and DPT issues were separated and sent to the respective departments for response. He indicated that DPT stated that to respond properly to the issues would involve large amounts of traffic engineering time and that DPT is not ready to respond at this time. Mr. Czechowicz pointed out that many of the recommendations will be taken into consideration when the Rapid Rails Program began as described in the Short Range Transit Plan (SRTP). He explained that the Rapid Rails Program is a large transit engineering and signalization project. He added that Muni has recognized the recommendations, has acted on some of them and has also put together a program to deal with the prioritization of the Rescue Muni recommendations and will be proceeding forward.

9. Committee Members' Questions and Comments (Agenda Item 9 - Discussion/ Action).

No specific questions and comments were made.

10. Schedule Upcoming Meeting and Agenda Items (Agenda Item 10 - Discussion/Action).

The Committee discussed identified the following as future topics: Service Standards (February), Cable Car Follow-up (March), Street Inspectors (April), Station Operations (May), and Bus Cleaning (June). Next regular meeting scheduled for February 24, 2003, 401 Van Ness, Room 334, 3:00pm.

12. Adjournment (Agenda Item 11). The Chair adjourned the meeting at 4:50pm.



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Service Reliability and Quality Committee (SRQC)

**Notice of Rescheduled Regular Meeting and Agenda
for**

**Monday, February 24, 2003 at 3:00pm
401 Van Ness Avenue, Room 334 (Conference Room #335)
San Francisco, CA**

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

The MTA CAC may be contacted as follows:

Citizens' Advisory Council
Municipal Transportation Agency
401 Van Ness Avenue, Room 334
San Francisco, CA 94102-4524
(415) 554-6873 Voice (415) 554-4103 Fax

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Members of the Citizens' Advisory Council who are not members of this committee may attend this Committee meeting. In the event that a quorum of the entire Council is present, this Committee shall act as a Committee of the Whole. A vote of the Committee of the Whole does not constitute final Council action. The full Council must ratify all Committee action.

The MTA CAC may be contacted as follows:

Citizens' Advisory Council, Municipal Transportation Agency

401 VAN NESS AVENUE-Room 334 -SAN FRANCISCO-CA. 94102-4524

(415) 554-6873 FAX (415) 554-4103



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The meeting location is wheelchair accessible. The closest BART station is Civic Center, about four blocks from the meeting location. Accessible Muni bus line nearest the meeting location is the 47 Van Ness. The closest MUNI Metro stop is the Van Ness Muni Station, where one can transfer to a 47 Van Ness bus. For more information about Muni accessible services, call (415) 923-6142.

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For assistance with special needs (large print agendas, sign language interpreters, etc.), call Vincent Dunlap at least 72 hours in advance of need at (415) 554-6873.

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The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

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**Municipal Transportation Agency
Citizens' Advisory Council
City & County of San Francisco**

Service Reliability and Quality Committee (SRQC)

AGENDA

Rescheduled Regular Meeting

Monday, February 24, 2003 at 3:00p.m.

401 Van Ness Avenue, Room 334 (Conference Room #335)

San Francisco, California

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Review and adopt minutes (Action) January 24, 2003 April 15, 2002 March 25, 2002	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	Presentation on Muni Street Supervision Unit (Discussion/Action) Preston Gresham, Assistant Superintendent Street Operations (Muni Operations)]	3:20
6.	Review of San Francisco Municipal Railway Department Service Standards (Discussion/Action [Attachments]) Deborah Denison, Superintendent Performance Monitoring and Analysis (Muni Operations)	3:40
7.	Rescue Muni J, L, M & N Lines Recommendations Follow-up (Discussion/Action) Paul Czechowicz (MTA CAC Liaison)	4:00
8.	Review of Executive Director, Municipal Transportation Agency Response to Council's Recommendation on Improving 39-Coit Service and Relieve Traffic Congestion Near Coit Tower (Discussion/Action [Attachment])	4:10
9.	Committee Members' Questions/Information Requests (Discussion/Action)	4:20
10.	Schedule Upcoming Meetings and Agenda Items (Discussion/Action) Next regular meeting scheduled for March 24, 2003, 401 Van Ness, Room 334, 3:00 p.m.	4:25
11.	Adjournment	4:30

Attachments:

Agenda Item 2 - Draft SRQC Minutes: January 24, 2003, April 15, 2002, March 25, 2002

Agenda Item 6 - San Francisco Municipal Railway Department - Second Quarter Service Standards FY 2003
How We Measure Service Standards

Agenda Item 8 - Executive Director, Municipal Transportation Agency letter of February 10, 2003

(Subject: Improve 39-Coit Service and Relieve Traffic Congestion Near Coit Tower)

**Municipal Transportation Agency
Citizens Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Tentative Topic Calendar

March 2003

Cable Car Follow-up

April 2003

Station Operations

May 2003

Bus Cleaning

Follow-up items:

39 Coit Service Improvement

Passenger Service Report (PSR)



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Service, Reliability & Quality Committee (SRQC)

Monday, February 24, 2003, at 3:00 p.m.

401 Van Ness Avenue, Room 334
San Francisco, CA

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FINAL MINUTES

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1. **Call to Order/Roll Call.** The meeting was called to order at 3:09 p.m.
Committee Members Present: Joan Downey (Chair), Daniel Murphy, Norman Rolfe.
Committee Members Absent: Sue Cauthen, Bruce Oka.
Council Members Present: Steve Ferrario, David Pilpel.
Muni Staff Present: Debbie Alexander (Transit Inspector - Street Operations), Deborah Denison (Superintendent Performance Monitoring and Analysis), Vincent Dunlap (MTA CAC Secretary).
2. **Review and adopt minutes for January 24, 2003, April 15, 2002 and March 25, 2002** (Agenda Item 2 - Action). Vincent Dunlap (MTA CAC Secretary) advised the Chair that the minutes for January 24, 2003 were not before the Committee and would have to be reviewed at the next meeting. Daniel Murphy moved the following, which was seconded by Norman Rolfe:

Motion: The SRQC adopts the minutes for April 15, 2002 with minor corrections and March 25, 2002.

The motion passed.
(Joan Downey, Daniel Murphy, Norman Rolfe voted yes; Sue Cauthen, Bruce Oka absent.)
3. **Public Comment** (Agenda Item 3). The Chair noted that no members of the public were present and no public comment was made at this time.
4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair indicated that there was nothing to report at this time.
5. **Presentation on Muni Street Supervision Unit** (Agenda Item 5 - Discussion/Action). Debbie Alexander (Transit Inspector - Street Operations) stated that she was present to address the Committee in lieu of Preston Gresham (Assistant Superintendent Street Operations). Ms. Alexander provided Committee members copies of the Duties and Responsibilities Transit Service Inspectors (Attachment) and stated that the purpose of the presentation was to give the Committee a general overview of the Transit Inspectors duties and responsibilities. She stated that the Transit Inspectors have a wide-range of responsibilities and duties, however the primary duty is to provide the best possible transit service to the riding public. Ms. Alexander explained that inspectors are divided into three groups (Cable Car, Metro Rail, and Street Operations) and two separate categories (Fixed Post and Mobile Unit). Ms. Alexander commented on how Transit Inspectors monitor service and make adjustments to ensure headways are maintained, as well as, respond to emergency situations and disruptive passengers, and conduct minor repairs.



6. Review of San Francisco Municipal Railway Department Service Standards (Agenda Item 6 - Discussion/Action [Attachments]). Deborah Denison (Superintendent Performance Monitoring and Analysis) requested that the Committee review the Service Standards (Attachment to Agenda Item 6) and consider if there are areas the Committee might recommend changes to for the Council's approval. She commented that in the past the area of the Service Standards that has actually been changed several times was the pass-ups and more realistic results are been seen as a result of changes in how pass-ups are measured. Reviewing the Service Standards (Attachment to Agenda Item 6) the following changes were suggested:

- Bolded information is not consistent with indicating out-of-compliance or incompliance data. Ms. Denison indicated that for appearance purposes bolded information could be changed to reflect one or the other.
- Include in section that provides the total fleet size and the maximum seat requirement.
- Differentiate actual and goal data by using separate boxes or shadings.
- Section d.3d.2 (Customer Service), Ms. Denison indicated that the description of Active/Inactive would be updated providing more specifics about operators complaints requiring follow-up verses the other operating complaints.

Daniel Murphy moved the following motion, which was seconded by Norman Rolfe:

MOTIONS: THE MTA CAC RECOMMENDS THE FOLLOWING CHANGES TO THE HOW WE MEASURE SERVICE STANDARDS:

- **Include a narrative for any major discrepancies.**

Service Standard 1a -

"Definition of Measurement: Each line will be checked **once in each six month period.**"

Service Standard 2a -

"Purpose: To measure service hours through available operators and available equipment **actually deployed in revenue service**, along with the percentage of equipment available for service."

Service Standard 3a -

"Purpose: To measure service hours through available operators and available equipment **actually deployed in revenue service**, along with the percentage of equipment available for service."

Service Standard 6a - "Actual headways against scheduled headways on all radial, express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services. **Except when services are scheduled more frequently than every 10 minutes.**"

Service Standard 9a - **"The Fourth Quarter Report should include a comparison of Breda and Boeing Miles Between Roadcalls."**

Service Standard 2d -

"GOAL: Publish a complete timetable **for each sign-up when schedule changes warrant.**"

Service Standard 5d -

"Purpose: **"Improve passenger information by communication of service problems and other information to each vehicle, the station platforms, the Telephone Information Center, media and the Service Hotline, and access."**

"Definition of Measurement: **Access current practices, develop and implement improvement plan."**

"Method of Measurement: **Plan completed and implemented."**

Service Standard 5e -

"GOAL: **"Provide approximately 20 hours of training per FTE."**

The motion passed.

(Joan Downey, Daniel Murphy, Norman Rolfe voted yes; Sue Cauthen, Bruce Oka absent.)

Concerning the Miles Between Roadcalls (FY04 Goals) [Attachment], Ms. Denison indicated that the goals will be presented to the Unions as part of the Employee Incentive Package, will be presented to the MTA Board, and the Committee may make recommendations, accordingly. In most cases the goals have been increased by a reasonable increment based on current performance. Ms. Denison commented that all the goals concerning motor coaches had been increased with the exception of Kirkland Division. Steve Ferrario commented that PCC and Milan are considered vintage vehicles, and historic are single type vehicles, i.e., the 1, the 130, and suggested that mode should be verified. Ms. Denison stated she would verify what the PCC number actually represents.

System Performance

Ms. Denison explained that the data is received once a year and is tied into the FTA reports that are compiled every September. The section is based on boardings, fare revenues, hours and miles operated, and expenses. She added that the information is more of a statistical/financial historical perspective.

Staffing Performance

The Chair noted the Committee has been consistent in its not having to suggest recommendations to this section.

Customer Service

Changes to Service Standards 2d, 5d and 5e are included the motion passed in paragraph 6 above.

7. Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 7 - Discussion/Action). This agenda item was deferred in that Paul Czechowicz (MTA CAC Liaison) was unable to attend due to a conflicting meeting.

8. Review of Executive Director, Municipal Transportation Agency Response to Council's Recommendation on Improving 39-Coit Service and Relieve Traffic Congestion Near Coit Tower (Agenda Item 8 -Discussion/Action [Attachment]). The Chair indicated that the Committee would hear from Mr. Bill Seelinger (Telegraph Hill Dwellers) in the next meeting or via email.

9. Committee Members' Questions/Information Request (Agenda Item 9 - Discussion/Action).

- Create charts that compare today's total ridership on Metro, Muni, and total revenues, to that of around 1995/1996.

10. Schedule Upcoming Meeting and Agenda Items (Agenda Item 10 - Discussion/Action).

The Committee identified the following as future topics at the next Committee meeting: Cable Car Follow-up and Street Inspectors and inviting Jim Kelly (Senior Operations Manager/Operations Analysis) to talk about street inspectors' jobs from management's perspective.

Future topics: Station Operations (May), and Bus Cleaning (June). Next regular meeting scheduled for March 17, 2003, 401 Van Ness, Room 334, 3:00pm.

12. Adjournment (Agenda Item 11). The Chair adjourned the meeting at 5:55pm.

Attachment:

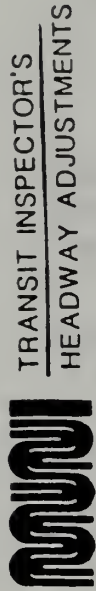
Agenda Item 5 - Duties and Responsibilities Transit Service Inspector (R-4-97 (Previous Versions are obsolete))

Agenda Item 6 - Miles Between Roadcalls (FY04 Goals)

DUTIES AND RESPONSIBILITIES **TRANSIT SERVICE INSPECTORS**

The Transit Service Inspector is the first line representative of management and has the following duties, responsibilities and authority:

1. Supervises operation of transit service, attempting to keep vehicles on published schedules or predetermined headways based upon vehicle availability, in order to provide the best possible transit service to our riders. Utilizes various methods of service restoration, including switchbacks, deadheads, headway adjustments, re-routes, vehicle trades, foreign line trips etc. Submits accurate, timely reports in writing of all actions taken to maintain transit service in order to provide a record of productivity and to ensure that Transit Operators are officially covered for actions ordered by Transit Inspectors.
2. Is responsible for all transit lines and Transit Operators under his or her supervision, either working in a specified radio car district, at a fixed post location or by conducting both uniformed and plain clothes ride checks of operators as directed by the Chief Inspector.
3. Observes operating practices of Transit Operators, instructing, reminding and, when necessary & appropriate submitting timely and accurately written reports of rule violations.
4. Responds to accidents, blockades, fires, overhead line problems, altercations and other service disrupting incidents. Clears these delays individually or when required, requests assistance from shop persons, line department, fire, police and ambulance personnel, and higher management persons in order to solve the problem and clear the line. Must be familiar with all recommended emergency procedures.
5. Observes conditions in radio car district or at assigned fixed post location and either immediately resolves them or reports any that will be or are disruptive to MUNI service and which will require resolution by higher MUNI management.
6. Makes minor mechanical repairs to transit equipment in order to keep them in service and directs removal of disabled vehicles blocking transit service.
7. Supervises transit service at special-events such as charters, sporting events, races, street fairs, demonstrations, parades, etc., as directed by the Chief Inspector, Assistant Chief Inspector or other management officials.
8. As a Traffic Enforcement Officer (as authorized by Section #13 the City Traffic Code) issues traffic citations for illegally parked vehicles affecting transit service and requests tows for such vehicles when a definite hazard exists or for vehicles parked in MUNI bus zones. The Transit Service Inspector also removes disorderly passengers from transit vehicles and directs traffic when necessary for the continued flow of MUNI transit vehicles.
9. Accepts complaints, commendations and other reports from citizens, news media, other city departments etc., and submits accurate and timely written reports of the above.
10. The Transit Service Inspector, as the first line representative of MUNI management, must know, enforce and abide by MUNI rules and regulations and is expected to be familiar with all instructions regarding report writing, accident investigation procedures, alcohol/drug use investigations etc. and is expected to be fair and firm in all dealings with transit operators and any other persons over which a supervisory capacity is exercised, regardless of any off-duty personal relationship which may exist. The Transit Service Inspector is expected to wear the prescribed uniform when on duty, present a neat appearance at all times and be visible and accessible to operators and the citizenry.



TRANSIT INSPECTOR'S
HEADWAY ADJUSTMENTS

INSP: B. WONG DAY: MON.
GROUP: ST.O.P.s DATE: 1-06-03

RUN	LINE	VEH	TIME	POINT	SCHED TIME	ADJ TIME
63	30	5485	BDRK/BECH		818A	814A
"	"	"	TOWN/4ST		905A	901A
18	30	5498	"		747A	745A
"	"	"	BDRK/BECH		831A	828A
"	"	"	TOWN/4ST		918A	915A
56	30	5496	BDRK/BECH		1000A	954A
94	30	5496	"		452P	449P
24	30	5476	TOWN/4ST		453P	450P

SB DH CT RC	R U N	L I N E	VEH	LOCATION	DIR	TO	TIME
SB	73	30	5521	Y.N	OB	IR	900A
SB	73	45	5051	FILL.	OB	IR	310P
SB	75	30	5482	POST	IR	OB	240P
SB	82	41	5493	FILL.	OB	IR	825A
SB	159	30	5504	MIS.	IR	OB	505P
SB	"	"	"	Y.N.	OB	IR	550P

PREPARED



TRANSIT INSPECTOR'S
SERVICE CHECK

INSP: B. WONG DAY: MON
LOCATION: UNION DATE: 1-06-03
DIRECTION: IR PAGE 1 OF 1

RUN	LINE	VEH	A DUE	P ARR	S	L	PASS COUNT
364	41	5458	423	423			
410		5415	432	434		1	
415		5416	443	445		2	
378		5454	453	456		3	
422		5421	459	459			
383		5444	505	508		3	
414		5439	511	513		2	
393		5430	517	519		2	
128		5425	523	523			

PREPARED

Miles Between Roadcalls					
Mode	FY02 4 th Q Actual	1 st Q	2 nd Q	FY03 GOAL	FY04 Goals
Flynn-Artic Division	1929	2185	1958	1750	2000
Woods Division	1760	1847	1877	2500	2750
Kirkland Division	2381	2301	2810	3000	3000
Potrero Division					
Artic Potrero	508	587	498	650	675
Standard Potrero	795	683	765	1000	1000
Presidio Division	1223	1175	1296	1000	1250
Light Rail Division					
Breda Light Rail	3276	3266	3547	3000	3500
PCC	1496	1268	1507	1250	1250
Cable Car	5631	5965	5402	5000	5500



**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Service Reliability and Quality Committee (SRQC)

Notice of Regular Meeting and Agenda
for

Monday, March 17, 2003 at 3:00pm
401 Van Ness Avenue, Room 334 (Conference Room #335)
San Francisco, CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, David Pilpel,
Linton Stables, Dorris Vincent, Daniel Weaver
(2 Vacancies)

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Service Reliability and Quality Committee (SRQC)

Regular Meeting

Monday, March 17, 2003 at 3:00p.m.

401 Van Ness Avenue, Room 334 (Conference Room #335)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Review and adopt minutes [Attachment] (Action) January 24, 2003 February 24, 2003	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	Muni Street Supervision Unit (Discussion/Action) Jim Kelly (Senior Operations Manager-Operations Analysis)	3:20
6.	Rescue Muni J, L, M & N Lines Recommendations Follow-up (Discussion/Action) Paul Czechowicz (MTA CAC Liaison)	3:40
7.	Review of Executive Director, Municipal Transportation Agency Response to Council's Recommendation on Improving 39-Coit Service and Relieve Traffic Congestion Near Coit Tower (Discussion/Action [Attachment])	3:50
8.	Cable Car Improvement Follow-up (Discussion/Action) Donald Brown (Assistant Superintendent of Cable Car Operations)	4:00
9.	Committee Members' Questions/Information Requests (Discussion/Action)	4:20
10.	Schedule Upcoming Meetings and Agenda Items (Discussion/Action) Next regular meeting scheduled for April 21, 2003, 401 Van Ness, Room 334, 3:00 p.m.	4:25
11.	Adjournment	4:30

Attachments:

Agenda Item 2 - Draft SRQC Minutes:

- January 24, 2003
- February 24, 2003



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Service, Reliability & Quality Committee (SRQC)

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**FINAL MINUTES
of
REGULAR MEETING**

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**Monday, March 17, 2003 at 3:00 p.m.
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

1. **Call to Order/Roll Call.** The meeting was called to order at 3:03 p.m.
Committee Members Present: Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe.
Council Members Present: Steve Ferrario.
Muni Staff Present: Brendan Scanlan, Superintendent of Cable Car Operations, Paul Czechowicz (MTA CAC Staff Liaison), Vincent Dunlap (MTA CAC Secretary).
Community Organization Representatives: Rosie West (Rescue Muni Metro Committee).

2. **Review and adopt minutes for January 24, and February 24, 2003** (Agenda Item 2 - Action). Sue Cauthen moved the following, which was seconded by Bruce Oka:

Motion: The SRQC minutes for January 24 and February 24, 2003 be adopted as written.

The motion passed.

(Joan Downey, Bruce Oka, Sue Cauthen voted yes; Sue Cauthen, Daniel Murphy, Norman Rolfe absent.)

3. **Public Comment** (Agenda Item 3). The Chair introduced Rosie West. Ms. West commented that the operators of the Muni buses and streetcars do not intercede when passengers' behavior is loud or disruptive aboard the transit vehicles. She stated that about a week ago when riding aboard the 5-Fulton a fight occurred onboard the bus at Scott and McAllister Streets, and the operator did not stop the bus till it reached Eddy Street - a distance of three blocks. Also, she commented that when disabled passengers board the bus and non-disabled individuals occupy the designated disabled seats, the operators do not ask non-disabled individuals to avail the seats to disabled passengers.

Sue Cauthen commented that she had attended a transportation meeting hosted by Supervisor Sandavol and one of the questions raised was what do passengers do when they are having problems on the bus. Ms. Cauthen pointed out that there are notices posted providing information to the public for submitting complaints.

The Chair referred Ms. West's concerns to Mr. Oka who is the Chair of the Council's Safety, Training and Accessibility Committee (STAC). **The Chair and Mr. Oka agreed that the**



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subject was more suitable as a matter under the jurisdiction of the STAC. As Chair of the STAC, Mr. Oka invited Ms. West to attend the forthcoming Tuesday, March 18th meeting of STAC and provide comment regarding safety and accessibility issues at that time before the STAC for the STAC to consider as a future agenda item.

Daniel Murphy and Norman Rolfe arrived at 3:08pm.

4. Report of the Chair (Agenda Item 4 - Discussion/Action). The Chair indicated that there was nothing to report at this time.

The Chair commented that Jim Kelly (Senior Operations Manager-Operations Analysis), Paul Czechowicz (MTA CAC Liaison) and Bill Seelinger (Telegraph Hill Dwellers) who were not present at this time but their attendance was anticipated.

Vincent Dunlap (MTA CAC Secretary) informed the Chair that Brendan Scanlan (Superintendent of Cable Car Operations) would be in attendance to address the Committee instead of Donald Brown (Assistant Superintendent of Cable Car Operations) regarding Agenda Item 8 (Cable Car Improvement Follow-up).

Mr. Murphy stated that he had been in contact with Kathleen Sakelarlis (Director, Community & Public Relations [Muni]) regarding the quality audit Muni is performing as mandated by Proposition E and has inquired if the Council could have representation on Muni's internal committee that scores the received bid proposals from consultant firms that will perform the quality audit. The Chair asked Mr. Murphy should a member of the SRQC serve or was he extending an invitation to all members of Council? Mr. Murphy stated that he was asked personally to serve on the internal committee since he is the Council's Chair and was unsure if the invitation included Council Members other than the Council Chair. However, if other Council Members were interested in serving, he would inquire if they could participate. He commented that the scoring process would begin in April.

5. Muni Street Supervision Unit (Agenda Item 5 - Discussion/Action). Mr. Czechowicz advised the Chair that Mr. Kelly would not be able to attend today's meeting due to the necessity to attend an emergency/security-planning meeting in response to current events, i.e., security/service issues in response to possible terrorist acts, the Gulf War, and anticipated peace demonstrations.

The Chair deferred the agenda item to the Committee's next meeting.

6. Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 6 - Discussion/Action). Mr. Czechowicz indicated that he had been in communications with Peter Straus (Director of Service Planning) and the response had not been completed. In response to the Chair's inquiry regarding the Department of Parking and Traffic (DPT) portion of the Rescue Muni recommendations; Mr. Czechowicz commented that DPT Staff indicated that a major traffic study was needed. Ms. Downey expressed the opinion that the placing of bollards near the tunnel at Carl and Cole Streets does not require a major study. It was her understanding that some of the recommendations might require a major study, but there are little individual improvements that are included in the recommendations that could actually be done that would assist in improving service. **Mr. Czechowicz stated that he would again address the matter with DPT.**

Mr. Rolfe suggested that DPT Staff visit the corner of Hyde and Jackson Streets where the Cable Cars turn. He commented that the exact same traffic control measures at that corner could be installed at the Carl and Cole Streets tunnel location at minimal expense.

Mr. Czechowicz state that most of the issues identified, such as the recommendations concerning light preempts, traffic flows and stop spacing, regarding lines improvements are to be incorporated into a larger rapid rail project. He explained that by making the changes in a piece-mill fashion just to response to the recommendations as listed in the Rescue Muni Matrix would cause a doubling of efforts and would not be cost effective. He restated that there is a whole program, as described in the Short Range Transit Plan, that will respond in making Muni move at a more efficient rate and the recommendations given in the Rescue recommendations would be taken into consideration.

Ms. Downey expressed her dissatisfaction with the process in eliminating the Willard Stop on the N-Line. Mr. Czechowicz stated that public hearings have been held and a review has to be conducted by the Muni Change Control Board and the California Public Utilities Commission (CPUC). He explained because Muni submits to the CPUC its rules and regulations, the CPUC has to be notified of any change in operating plans and specifications. Mr. Czechowicz advised the Committee, considering the current budget deficit regarding the next fiscal year and the possibility of reductions in departmental employees, it has to be recognized that response time regarding the improvements as suggested in the recommendations will be slow. Mr. Czechowicz reiterated that Mr. Straus is working on a response; however, due to more urgent matter a response has been delayed.

The Chair stated that Agenda Item 6 would continue to be placed on the Committee's Agenda until there is actually a response received from Peter Straus (Muni Service Planning) and the DPT.

While the Committee awaited the arrival of Mr. Seelinger and Mr. Scanlan, the Chair asked Members if there were any issues of concern they would like to express. The following was offered:

Mr. Murphy suggested that Council Member should speak with their Appointing Authorities requesting the Board of Supervisors support in approving the proposed parking fines increase.

Following a discussion of the importance of having the Supervisors understand the financial assumptions associated with the proposed increase in parking fines, **Mr. Czechowicz indicated that he would contact Diana Hammon (Director, Government Relations & Public Affairs (DPT)) and suggest that the Executive Director of DPT or members of his staff offer to hold a discussion with members of the Board of Supervisors concerning this issue.**

Ms. Cauthen commented that in the area of Coit Tower overtime parking is never enforced but street cleaning is enforced every single morning.

The Chair stated that in reading the local newspaper there was an article around the first two days of March in which a sickout of Muni Transit Operators was reported. Mr. Czechowicz stated that he had not received any information from any division and there has been no mention of a sickout. **Mr. Czechowicz indicated that he would provide the Chair information about the absentee level for the first two days of March.**

Steve Ferrario (Council Member) commented often Station Agents are not relieved by other Station Agents and when Agents leave the booth they tend to take the escalators out of service, and often do not put the escalators back in service. Mr. Ferrario commented that patrons who are not disabled to the point of needing elevators but the use of the escalators would be beneficial is a matter in which numerous complaints have been registered within his Appointing Authorities Office. Mr. Oka indicated that Mr. Ferrario's concerns are more of an accessibility issue and the topic is more appropriate as a matter under the jurisdiction of the STAC. **Mr. Oka indicated that he would agendaize the item as a topic at the STAC next meeting and would broach the topic at the Muni Accessibility Advisory Committee (MAAC). Mr. Ferrario requested and Mr. Czechowicz agreed to contact him at his office regarding a response to the escalator issue.**

Ms. Downey commented that when Station Agents are away from the booths, the turnstiles are being deactivated not allowing the acceptance of coins in the machines.

Mr. Rolfe suggested when service routes are rerouted due to parades, demonstrations, block parties, emergency, etc., the Muni website and printed notices should include a map or at least the same written instructions as given to drivers which clearly identifies changes to a route. Mr. Rolfe commented that this matter should be referred to the Council's Service Design and Marketing Committee (SDMC). Mr. Rolfe volunteered to contact the SDMC Chair to request his suggestion be accepted as a future SDMC discussion topic.

Mr. Seelinger arrived at this time. Mr. Czechowicz was excused from the meeting at this time.

7. Review of Executive Director, Municipal Transportation Agency Response to Council's Recommendation on Improving 39-Coit Service and Relieve Traffic Congestion Near Coit Tower (Agenda Item 7 - Discussion/Action). The Chair introduced Mr. Seelinger who commented that the previous proposal the Council submitted on behalf of the Telegraph Hill Dwellers regarding improving the 39-Coit services was not accepted by Muni. Mr. Seelinger stated he had had discussions with Mr. Straus regarding a revision to the previous suggested draft improvement plan and provided the Committee a draft-revised proposal concerning improving the 39-Coit Line service (attachment). Mr. Seelinger commented that the draft-revised proposal suggest the elimination of short-term parking at Coit Tower. He stated that it is the short-term parking traffic that causes the congestion on Telegraph Hill Boulevard and a car is of no use to anyone after arriving at Coit Tower. Mr. Seelinger provided the Committee an overview of the draft-revised proposal as follows:

- A paid parking lot or a landscaped garden/piazza with a turnabout located near the roadway entrance at Coit Tower be created as possible alternatives.
- The 39-Coit Line included a stop directly in front of Pier 39.
- Signage erected at Pier 39 and along Telegraph Hill Boulevard indicating that there is no short-term parking at Coit Tower.

- Publicizing the 39-Coit bus stops and identify parking garages in the area.

Mr. Seelinger indicated that the residents of Coit Tower preferred the alternative of a paid parking lot as outlined in the draft-revised proposal. Mr. Seelinger commented that a more refined/detailed visual plan would need to be created for presentation purposes in seeking agreement amongst concerned community groups, businesses, civic organizations, residents, and probably the Board of Supervisors approval if the proposal is to be considered for implementation.

Ms. Cauthen commented that the Telegraph Hill Dwellers Parking and Traffic Committee have always been in favor of the Coit Tower area being converted into a piazza. She also conveyed that she observed that the 39-Coit had been operating on time.

The Chair thanked Mr. Seelinger and asked that he keep the Committee informed of his continued progress in working with Mr. Straus and the concerned community organizations.

8. Cable Car Improvement Follow-up (Agenda Item 8 -Discussion/Action). The Chair introduced Mr. Scanlan who had been asked to address the Committee and provide follow-up to Muni's response to the Councils Cable Car Improvement Recommendations of March 20, 2002.

The Chair then asked Mr. Scanlan about the impact of the sickout as reported in the local newspaper on Cable Car operations. Mr. Scanlan indicated that a frustrated employee who had failed to obtain an elected union representative position initiated an effort for a sickout. The sitting Union distributed notice that the alleged sickout was not sanctioned and no deterioration in attendance or noticeable absenteeism was experienced that day.

Mr. Scanlan commented that the budget deficit situation would have a significant impact on Cable Car Operations. Currently an imbalance of available Cable Car Operators during the weekends is being experienced and normally allocating overtime to weekend work would be used to fill these shifts. There is an internal problems regarding line training and a resolution was obtained through meeting with the Mayor, the Executive Director and Mr. William Sisk (President, Transport Workers Union of America, Local 250-A, AFL-CIO). He stated that the Union and the Schedules Department are negotiating a contract that would result in a general sign-up with balanced days, which would be a fairly immediate solution to the problem in filling weekend shifts and conducting line training without the need for allocating overtime.

Mr. Rolfe suggested that Starters should be assigned to Bay and Taylor Street. Quoting the Memorandum of Understanding (MOU), Mr. Rolfe stated that Starters are assigned to Powell and Market and Beach and Hyde Streets. The Starter is instructed that when the lead car crosses O'Farrell Street the next car must be dispatched from the Powell and Market Turntable. He commented that if this policy were followed bunching of cars would not occur at Powell and Market. Mr. Scanlan commented that a Yard Starter and Turntable Starter should have the same decisional flexibility as a Supervisor and not be restricted by a one set rule. He added in observing Cable Car movement from Powell and Market to California Street sometimes it is appropriate to hold the second car if no other car is coming down the hill in order to maintain spacing on the line.

Mr. Scanlan suggested that the Committee should consider discussing that as a prerequisite qualified Cable Car Operators are selected from Inspectors and consider payment of some sort of bonus.

The Chair canvassed the Committee asking if there were any follow-up questions concerning the response to the Council's Cable Car Recommendations of March 20th. No further questions were given.

9. Committee Members' Questions and Comments (Agenda Item 9 - Discussion/ Action). Committee Members submitted no further questions or comments. The following responses were provided to questions submitted by Committee Members during the February 24, 2003 meeting (attachment):

- Mr. Ferrario - Whether the PCC MDBF numbers include roadcalls for the Milan and Historic cars was distributed to Committee Members.
- Ms. Downey - With the new Proposition E pass-up checks, provide an estimate of annual man-hour savings based on the new collection method.

10. Schedule Upcoming Meeting and Agenda Items (Agenda Item 10 - Discussion/Action). Station Operations (May), and Bus Cleaning (June). Next regular meeting scheduled for April 21, 2003, 401 Van Ness, Room 334, 3:00pm.

11. Adjournment (Agenda Item 11). The Chair adjourned the meeting at 5:15pm.

Attachment:

- Agenda Item 7 - Draft Revised 39-Coit Framework (March 17, 2003)
Joan Downey (Chair MTA CAC SRQC) email of Saturday, March 15, 2003
- Agenda Item 9 - (Subject: FW: Cable Car Layovers at Drumm Street - Response Requested)
Jack Hieda email of February 25, 2003 (RE: MDBF for PCCs)
Susan Chelone email of Tuesday, February 28, 2003
(RE: Ride Checker Man-hour Savings With the Checking of Only 5 Lines Per Quarter)



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**City and County of San Francisco
Municipal Transportation Agency
Citizens' Advisory Council**

Service Reliability and Quality Committee (SRQC)

Notice of Regular Meeting and Agenda
for

Monday, April 21, 2003 at 3:00pm
401 Van Ness Avenue, Room 334 (Conference Room #335)
San Francisco, CA

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Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

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Council Members not members of this Committee:

Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, David Pilpel,
Linton Stables, Dorris Vincent, Daniel Weaver
(2 Vacancies)

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**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

**Regular Meeting
Monday, April 21, 2003 at 3:00p.m.**
401 Van Ness Avenue, Room 334 (Conference Room #335)
San Francisco, California

AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Review and adopt minutes (Action) March 17, 2003	3:05
3.	Public Comment	3:10
4.	Report of the Chair (Discussion/Action)	3:15
5.	Muni Street Supervision Unit (Discussion/Action) Jim Kelly (Senior Operations Manager - Operations Analysis)	3:20
6.	Rescue Muni J, L, M & N Lines Recommendations Follow-up (Discussion/Action) Paul Czechowicz (MTA CAC Liaison)	3:50
7.	Cable Car Follow-up (Discussion/Action)	4:00
8.	Committee Members' Questions/Information Requests (Discussion/Action)	4:20
9.	Schedule Upcoming Meetings and Agenda Items (Discussion/Action) Next regular meeting scheduled for May 19, 2003, 401 Van Ness, Room 334, 3:00 p.m.	4:25
10.	Adjournment	4:30

Attachments:

Agenda Item 2 - Draft SRQC Minutes:

- March 17, 2003

**Municipal Transportation Agency
Citizens Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Tentative Topic Calendar

April 2003

Station Operations

May 2003

Bus Cleaning

Follow-up items:

39 Coit Service Improvement

Passenger Service Report (PSR)

Note regarding draft minutes

Draft minutes were sent by email to members and printed copy will be provided at meeting.

**Respectfully,
Vincent A. Dunlap
Secretary, MTA CAC**



**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Service, Reliability & Quality Committee (SRQC)

**FINAL MINUTES
of
REGULAR MEETING**

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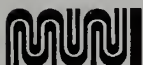
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Monday, April 21, 2003 at 3:00 p.m.
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA

1. **Call to Order/Roll Call.** The meeting was called to order at 3:03 p.m.
Committee Members Present: Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe.
Council Members Present: Steve Ferrario.
Muni Staff Present: Jim Kelly (Senior Operations Manager-Operations Analysis), Peter Straus (Manager, Service Planning), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).
2. **Review and adopt minutes for March 17, 2003** (Agenda Item 2 - Action). Joan Downey (Chair) stated that draft minutes were distributed just prior to the convening the meeting. Allowing Committee Members the opportunity to review the document, the Chair indicated that **minutes would be deferred to the next meeting.**
3. **Public Comment** (Agenda Item 3). No members of the public were present, and Committee and Staff members gave no comment.
4. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair indicated that there was nothing to report at this time.

The Chair commented that Jim Kelly (Senior Operations Manager-Operations Analysis), Paul Czechowicz (MTA CAC Liaison) and Bill Seelinger (Telegraph Hill Dwellers) who were not present at this time but their attendance were anticipated.

5. **Muni Street Supervision Unit** (Agenda Item 5 - Discussion/Action). The Chair commented that Debbie Alexander (Inspector Street Operations) had attended a meeting of the Committee two months ago providing an overview of Street Operations, especially the bus lines. Ms. Downey commented that Ms. Alexander was very helpful in responding to the Committee's questions and commended Ms. Alexander for her participation. The Chair called on Jim Kelly (Senior Operations Manager - Operations Analysis [Muni] and stated that the Committee, chiefly David Pilpel (Council Member) who was not present, had questions regarding the management and operations of Metro Lines. Mr. Kelly stated that Street Operations, Metro Rail, Central Control, Special Events, and Station Operations are areas of responsibility under his authority as Senior Operations Manager.



Ms. Downey expressed concern about Light Rail Vehicles (LRVs) designations being reassigned and the turning around of vehicles at the Embarcadero. Mr. Kelly explained that inbound service to Embarcadero is monitored and depending on service needs on any specific lines gaps in service can occur, as trains are re-designated in adjusting headways. A daily departure logs that charts departures and headways of every line from Montgomery is available to supervisors and managers using Muni's Intranet. He explained that the Automatic Trains Control System (ATCS) automatically sends a voice message to the inspector and the inspector's manager if there is a gap in service greater than that of a double headway coming into the subway on any particular line.

Ms. Downey inquired about headway complaints submitted through the Passenger Service Report (PSR). Mr. Kelly explained how ATCS data and run times are used in validating complaints, and how Transit Inspectors document LRV operations which is used in determining the reason for Metro service delays. In reply to Ms. Downey's question concerning disciplinary action taken regarding legitimate gaps in service, Mr. Kelly explained that the manager calls in the inspector, inquires into the non-submittal of a Transit Inspector's Report (T-12), and steps regarding disciplinary action are followed very carefully as outlined in the Local 200 Memorandum of Understanding (MOU), i.e., a verbal or written warning and various levels of suspension.

Steve Ferrario inquired about the use of the Diamond verses the Turn back System in the Metro subway tunnels. Mr. Kelly explained that using the Diamond reduced headways are achieved and switchbacks are expedited. He provided comment on the safety controls imposed by the ATCS in monitoring LRV operations.

Ms. Downey expressed concern regarding the Castro Shuttle's positioning. Mr. Kelly commented that the Castro Shuttle is much more efficient in the AM rush hour because the trains coming into West Portal tend to be very crowded. The Castro Shuttle transports a larger number of passengers who are debarking at Castro, Church, and Van Ness Stations easing the load on the other trains and preventing overcrowding at these stations. The afternoon operations of the Castro Shuttle is a timing issues depending on what trains are coming in from Forrest Hill and what trains are approaching at the cross-over. However, he expressed the opinion that the Castro Shuttle does transport a significant number of people as far as the Castro and does ease the load on the K, L, and M-Lines.

In response to Daniel Murphy's question regarding the continued operations of the Castro Shuttle and the number of operating vehicles available when all service lines are operating, i.e., the K-Line, which is currently under construction, Mr. Kelley responded that there are ample vehicles available for operations.

Ms. Downey suggested that the Castro Shuttle should proceed to CalTrain instead of the N-Line. Mr. Kelly explained that the Castro Shuttle only operates limited hours where the others service lines to CalTrain are a seven-minute service.

Responding to Mr. Ferrario question regarding train operations during Baseball Season, Mr. Kelly detailed the impact of the number of available trains, suspension of overtime, and how trains are routed in providing service to PacBell Park.

Daniel Murphy asked about the employment of fixed-post Transit Inspectors and recent changes in Street Inspectors for the trolley coach and bus fleet. Mr. Kelly commented that Street Supervision has decreased from 63 to 53 inspectors citywide. The reduction is the result of attrition through retirements and backfilling of the positions will not be done under current budget constraints. The number of fixed-post inspectors positions are being reduced and converted to mobile inspector units because inspectors are handling more than one district. He commented that fixed-post position having numerous traversing transit lines, such as the Transbay Terminal and at Van Ness & Market Streets will continue to have fixed-post inspectors.

Norman Rolfe questioned the continued impact of financial constraints on the assignment of inspectors. Mr. Kelly expressed the opinion that if the budget problems continue fewer inspectors may be assigned. Since the inspectors' positions are not being backfilled, the possibility of amalgamating Metro Rail and Street Inspectors into one unit, redistributing the inspectors' assignments might be necessary in order for inspectors being able to respond to any call. Cross training would be necessary in some instances in that Metro Rail, Street (motor/trolley coach) and Cable Car have uniquely different operations and equipments.

Ms. Downey inquired about the Nextbus information system influence on operations. Mr. Kelly explained that only the 22-Fillmore and Metro Rail are monitored through Nextbus and no significant changes in operations have been noted. The Embarcadero Inspectors receive the ATCS overview of the subway and the Manager of Metro can review all the trains in service. Once the bus/trolley schedules are incorporated into the system fewer inspectors on the street would be needed. He added that inspectors would still be needed on the streets for accident investigations, service checks, etc.

Mr. Murphy commented on the length of time for removing private vehicles that block service lines. Mr. Kelly responded that the Operators contact Central Control; trouble response calls are dispatched concurrently to an inspector, the San Francisco Police Department (SFPD) and the Department of Transportation (DPT). Response time is a problem and SFPD/DPT actions are effected through a priority response system.

Inquiring into the functions of the Cable Car Inspectors, Mr. Kelly explained that the Cable Car Inspectors were separated from the other the Cable Car Division desired dedicated Cable Car employees who were familiar with operating Cable Cars.

Mr. Ferrario inquired if there are any ongoing problems with the Alcatel Train System and the percentage of trains currently operating in the subway in manual mode. Mr. Kelly stated that Muni is in final contract closeout with Alcatel. A closeout proposed list of items is currently being worked on between Alcatel and the Executive Directors' Staffs that include diagnostic tools, parts, and information gathering enhances to Central Control. A solution to a coupling issue between Alcatel and Breda that would allow coupling of trains at the portals is being considered. A service enhancement that Muni's Safety Department has agreed on is to allow trains reentry at specific points, crossing a loop boundary, which permits automatic train communicate. Currently, 2.8% of trains are operating in manual.

Ms. Downey asked regarding signage (announcement of train arrivals) does the proposed closeout list include the merging of Nextbus and Alcatel information? Mr. Kelly stated currently Nextbus is using the ATCS information that is uploaded into the Nextbus system. The train

arrival information sequence, i.e., an L followed by a M followed by a N, will not be accurate as to the order of trains following one another because depending on when the train come into the portal, another train could have answered the pocket and proceeded out in front. The information is feed from near pocket to far pocket and alternates.

In response to Ms. Downey's question regarding train platform signage displaying incorrect information, Mr. Kelly stated that Alcatel is having a difficult time is determining the problem. There really is not a diagnostic tool that can identify incorrect signage output. This problem could reside in the station processor not outputting the correct information for the sign. Correcting this malfunction is included as an item in the proposed contract closeout list.

Mr. Kelly stated that as part of the Nextbus contract the inspectors would have a heavy-duty laptop in their vehicles and handheld palm computers allowing inspectors access to the Nextbus display and information. Global Position System (GPS) information on the inspectors' vehicles will be included.

6. Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 6 - Discussion/Action). The Chair introduced Peter Straus (Manager, Service Planning) stated that he has the recommendations and has not been able to prepare a response due to operational demands associated with budgetary planning. In response to Ms. Downey's question concerning recommendations applicable to DPT, Mr. Czechowicz stated that DPT Staff indicated that an engineering study was required in order to consider the recommendations. Mr. Straus stated that most of the service planning signalization would occur following a detail review of the lines that is part of the Rapid Rail Program.

Mr. Murphy stated that the Municipal Transportation Agency Citizen's Advisory Council (MTA CAC) had taken the position that another Planner should be assigned to Muni's Service Planning.

In response to Ms. Downey's question as to the difference in the Rapid Rail Program (RRP) and The Transit Preferential Streets Program (TPSP) - Priority Signal Systems, Mr. Czechowicz stated that the RRP is to reduce or eliminate delays by not stopping Muni LRVs on the rail lines: F, J, K, L, M and N. Strategies include priority signaling, exclusive right-of-way and adjusting stop spacing. It would reduce delays at intersections, which are now controlled by all-way STOP signs or non-priority traffic signals. The RRP would allow Muni to provide faster and more reliable service. TPS involves the procuring and installing of on-board and wayside priority signals system-wide. Goals include increasing average operating speeds and reducing overall running time by reducing the amount of time spent waiting for traffic signals and associated deceleration and acceleration. The project seeks to employ a single technology that can be used on all Muni modes. Expenditure for the RRP should begin in 2005 with the bulk of expenditures occurring and ending in 2008.

A general discussion of Metro Line stops near required traffic stops along the N-Judah took place. Ms. Straus stated that there is a proposal to re-space the stops along the line that would result in fewer stops. Mr. Murphy commented that the proposal is to consolidate two stops and not to just eliminate the Willard Stop. Ms. Downey commented that the proposal also includes moving the Willard Stop to the location where the operators have a required safety stop.

Ms. Downey stated she understands the need for a study, but many of the recommendations would not require a significant amount of funding to implement. Ms. Downey questioned the time length of the study. Mr. Czechowicz state that \$52M has been dedicated in funding the implementation of the RRP which also includes the cost of the study.

Norman Rolfe and Mr. Ferrario discussed with Mr. Straus the funding and implementation of the V-Tag priority signaling system as it applies to the RRP.

Ms. Downey expressed her thanks to Mr. Straus for addressing the Committee.

Sue Cauthen arrived at this time.

7. Committee Members' Questions/Information Request (Agenda Item 8 (Discussion/Action)). The Chair called for this agenda item at this time.

Mr. Rolfe suggested when service routes are rerouted a diagram of the reroute should be posted or at least some type of written instructions similar to those given to transit operator that clearly identifies changes to service routes. Mr. Straus stated that the rational is that detailed information is not posted at STOPS because Schedules tries to disseminate the most important information concerning a route change as simply and clearly as possible to reduce confusion. **Mr. Straus stated that posting the information on the website would be considered.** The Chair commented that in the Committees draft minutes of Monday, March 17, 2003; Mr. Rolfe volunteered to contact the SDMC Chair to request that his suggestion be accepted as a future SDMC discussion topic.

Mr. Murphy suggested that the temporary reroute signs should be made of more durable materials. Mr. Straus stated that in certain communities people intentionally remove the signs. Signs are laminated and employees frequently check and replace the signs.

Bruce Oka commented that he has notice on various lines that the new 6200 buses (60 Foot Articulated Neoplan) disabled lifts are not properly functioning and transit operators are not able to drive once the lifts have completed their operating cycle. Mr. Czechowicz stated that he would research this matter.

Mr. Rolfe stated that he was not satisfied with the response to his request for information regarding his inquiry concerning the Mission and Stewart Hotel.

Ms. Downey suggested that before the Committee considers developing a recommendation that urges Muni to move the RRP forward, the Committee should receive a presentation on RRP funding and what projects are included in the \$52M funding at its next meeting.

Mr. Rolfe suggested that the TPS should also be included in the presentation.

Mr. Murphy suggested that the presentation include a discussion on the effect the RRP will have on improving the speed of the Metro Rail System.

8. Cable Car Improvement Follow-up (Agenda Item 7 -Discussion/Action). The Chair commented that the Committee has had two previous discussions on Cable Car Improvement.

Ms. Downey commented that her understanding of the six-to-seven cars operating on the California line, five are at one end of the line at any one time. Ms. Downey stated that she had requested of Eric Carlson (Rescue Muni) to observe the number of Cable Car stationed at the turnaround on Drumm Street from his office window. Mr. Carlson was unable to provide the information prior to the Committee's meeting with Brendan Scanlan (Superintendent, Cable Car Operations [Muni]) on March 17th, but the information was sent to the Executive Director on April 1st (attachment) and transmitted to Mr. Scanlan on April 2nd (attachment). Mr. Scanlan's response indicated that increased inspector coverage on the California Street Cable Car lines would be added and the most blatant violations times would be targeted. Copies of Mr. Scanlan's response were provided to the Committee Members (attachment).

Mr. Rolfe stated that it was his understanding that the Memorandum of Understanding (MOU) with the Union indicates that a Starter is to be assigned at Powell and Market. He commented that Cable Cars are stacking up waiting to go on to the turntable and as soon as the first car leaves the other cars are dispatched one after the other.

Mr. Rolfe stated that in reviewing of Miles Between Road Call for the various vehicles on the Cable Car does a grip change count as a road call. Mr. Czechowicz stated that he believed that a grip change does not sound like a defect but more of a regular maintenance, but he would research the answer and provide a response.

9. Schedule Upcoming Meetings and Agenda Items (Agenda Item 9 - Discussion/Action). Following discussion the Chair indicated the below schedule of topics for discussion:

- May -RRP and TPS.
- June -Station Operations.
- July - Bus Cleaning

Mr. Murphy suggested that Station Operations and Bus Cleaning should be combined. Mr. Ferrerio requested that a specific list of discussion topic be created concerning the various issues regarding Station Operations and that this list is finalized in May. The Chair indicated that she would not be available for a Committee meeting in June.

Ms. Cauthen stated that Mr. Bill Seelinger is ready to meet with the Committee to continue discussion concerning improving the 39-Coit service.

Ms. Downey stated that the Passenger Service Report (PSR) is also an item that needs to be scheduled for an updating discussion.

Ms. Cauthen expressed concern about Metro Rail LRVs surging during starting and stopping. The Committee agreed that her concerns should be brought before the Engineering and Maintenance Committee.

10. Adjournment (Agenda Item 11). The Chair adjourned the meeting at 4:45pm.

Attachment:

Agenda Item 7 - Eric Carlson (Rescue Muni) letter of April 1, 2003
Vincent Dunlap (MTA CAC Secretary) Facsimile Transmittal forwarding Eric Carlson letter of April 1, 2003 of April 2, 2003

Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
Final Minutes - Monday, April 21, 2003

Brendan Scanlan (Superintendent of Cable Car Operations) email of April
21, 2003



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Municipal Transportation Agency
Citizens' Advisory Council**

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Service Reliability and Quality Committee (SRQC)

Notice of Regular Meeting and Revised Agenda
for

Monday, May 19, 2003 at 3:00pm
401 Van Ness Avenue, Room 334 (Conference Room #335)
San Francisco, CA

Members:

Joan Downey (Chair), Sue Cauthen, Daniel Murphy, Bruce Oka, Norman Rolfe

Council Members not members of this Committee:

Art Cimento, Nia Crowder, Steve Ferrario, Ellen Hayes, David Pilpel,
Linton Stables, Dorris Vincent, Daniel Weaver
(2 Vacancies)

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The MTA CAC may be contacted as follows:

Municipal Transportation Agency, Citizens' Advisory Council

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**Municipal Transportation Agency
Citizens' Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

**Regular Meeting
Monday, May 19, 2003 at 3:00p.m.**
401 Van Ness Avenue, Room 334 (Conference Room #335)
San Francisco, California

REVISED AGENDA

Item #	Item	Estimated Time
1.	Call to Order/Roll Call	3:00
2.	Review and adopt minutes for March 17 and April 21, 2003 (Discussion/Action)	3:02
3.	Public Comment	3:05
4.	Report of the Chair (Discussion/Action)	3:10
5.	Current Status of Changes to the Service Standards FY03/04 [Attachment] (Discussion/Action) Deborah Denison (Superintendent Performance Monitoring and Analysis (Operations) {Muni])	3:15
6.	Rapid Rail Project and Transit Preferential Streets Program (TPS) (Discussion/Action) Duncan Watry (Special Assistant, Capital Planning [Muni])	3:30
7.	Rescue Muni J, L, M & N Lines Recommendations Follow-up (Discussion/Action) Paul Czechowicz (MTA CAC Liaison) Peter Straus (Manager, Service Planning [Muni])	3:45
7.	39 Coit Service Improvement Follow-up (Discussion/Action)	4:00
8.	Cable Car Follow-up (Discussion/Action)	4:15
9.	Committee Members' Questions/Information Requests (Discussion/Action)	4:20
10.	Schedule Upcoming Meetings and Agenda Items (Discussion/Action) Next regular meeting tentatively scheduled for June 16, 2003, 401 Van Ness, Room 334, 3:00 p.m.	4:25
11.	Adjournment	4:30

Attachments:

Agenda Item 2 - Draft SRQC Minutes of March 17, 2003 and April 21, 2003

Agenda Item 5 - Current Status of Changes to the Service Standards FY03/04

CURRENT STATUS OF CHANGES TO THE SERVICE STANDARDS For FY03/04

The proposed changes to the Service Standards have been discussed with Susan Chelone who collects the On Time Performance, Headway, Load Factor and Pass-Up data. The following are her comments:

Susan Chelone's Comments

The CAC suggestion for **Standard 1a** would reduce the number of lines checked from 15 per month to 13-14 per month, which is fine with us; the suggestion for **Standard 6a** This change wouldn't require any more checker time because we use the same data as collected for schedule adherence. It just means a little more work for me. But it seems that we still would no longer measure headway adherence on some of the cross-town lines with less than 10-min headways during the peaks. Given that, headway adherence should show a slight increase on some lines from this change, but nothing significant for the system overall

In terms of performance results, changes in **Standard 1a** would reduce the number of checks on trolley lines by 10 per year, and checks on rail lines by 6 per year. Since trolley lines tend to be our best performers, Cable Car lines in the middle, and LRV lines at the lower end, there might be a slight reduction in on-time performance over-all, although the modal performance would be unaffected.

But it seems that we still would no longer measure headway adherence on some of the cross-town lines with less-than-10-min headways during the peaks. Given that, headway adherence should show a slight increase on some lines from this change, but nothing significant for the system overall

The proposed changes were also reviewed with Lisa Mancini. Changes to **Standard 1a** would reduce the number of checks on LRV monthly from 15 to 13 per month. As Metro performance is significant, Lisa felt we might be losing valuable information.

As for the rest of the changes, the following are Muni's responses:

MOTIONS: THE MTA CAC RECOMMENDS THE FOLLOWING CHANGES TO THE "HOW WE MEASURE SERVICE STANDARDS"

1. Include a narrative for any major discrepancies.

NO CHANGE - We are required to submit the Service Standards to the MTA Board and the MUNI website a minimum of 2 weeks prior to the Board Meeting. We are often researching the cause of major discrepancies up to the day of the meeting. This would delay our submittal.

2. Service Standard 1a

"Definition of Measurement: Each line will be checked once in each six month period."

Need to Discuss

CURRENT STATUS OF CHANGES TO THE SERVICE STANDARDS For FY03/04

3. Service Standard 6a - "Actual headways against scheduled headways on all radial, express, cross-town, secondary, and feeder lines for peak, base, evening, and late night services. Except when services are scheduled more frequently than every 10 minutes."

Will Change

4. Service Standard 2a

"Purpose: To measure service hours through available operators and available equipment actually deployed in revenue service, along with the percentage of equipment available for service."

Service Standard 3a -

"Purpose: To measure service hours through available operators and available equipment actually deployed in revenue service, along with the percentage of equipment available for service."

WILL CHANGE

5. Service Standard 9a - "The Fourth Quarter Report should include a comparison of Breda and Boeing Miles Between Road calls."

WILL INCLUDE

6. Service Standard 2d

"GOAL: Publish a complete timetable for each sign-up when schedule changes warrant."

NO CHANGE - At this point, we cannot incur additional expenses with publishing the timetable more than once a year.

7. Service Standard 5d

"Purpose: Improve passenger information by communication of service problems and other information to each vehicle, the station platforms, the Telephone Information Center, media and the Service Hotline, and assess."

"Definition of Measurement: Assess current practices, develop and implement improvement plan."

"Method of Measurement: Plan completed and implemented."

WILL CHANGE

8. Service Standard 5e

"GOAL: Provide approximately 20 hours of training per FTE."

WILL CHANGE

**Municipal Transportation Agency
Citizens Advisory Council
Service Reliability and Quality Committee (SRQC)
City & County of San Francisco**

Tentative Topic Calendar

June 2003

Station Operations

July 2003

Bus Cleaning

Follow-up items:

39 Coit Service Improvement

Passenger Service Report (PSR)

Cable Car

Service Standards

UNITED STATES DEPARTMENT OF AGRICULTURE	
BUREAU OF PLANT INDUSTRY	
WASHINGTON, D. C.	

PLANT INDUSTRY REPORT NO. 100

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**Municipal Transportation Agency
Citizens' Advisory Council
City and County of San Francisco**

Service, Reliability & Quality Committee (SRQC)

**FINAL MINUTES
of
REGULAR MEETING**

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**Monday, May 19, 2003 at 3:00 p.m.
401 Van Ness Avenue, Room 334 (Conference Room 335)
San Francisco, CA**

1. **Call to Order/Roll Call** (Agenda Item 1). The meeting was called to order at 3:15 p.m.

Committee Members Present: Joan Downey (Chair), Sue Cauthen, Bruce Oka, Norman Rolfe.

Committee Members Absent: Daniel Murphy.

Community Organization Representatives: Rosie West, Howard Strassner, David Vartanoff (Rescue Muni Metro Committee).

Municipal Railway (Muni)/Municipal Transportation Agency (MTA) Staff Present:

Suany Chough (Planner, Capital Planning & Grants [Muni], Peter Straus (Manager, Service Planning), Paul Czechowicz (MTA CAC Liaison), Vincent Dunlap (MTA CAC Secretary).

The Chair called for Agenda Item 3 and stated that Review and adopt minutes of May 19, 2003 (Agenda Item 2) would be called at a later time...

2. **Public Comment** (Agenda Item 3). The Chair introduced Rosie West, Howard Strassner, and David Vartanoff of Rescue Muni Metro Committee.

Mr. Strassner stated that he looked forward to some movement on all the work Rescue Muni did to help Muni speed up service on some of the Light Rail Vehicles (LRV) lines. He commented that most of the suggestions required little or no money to effect and suggested changes should be implemented.

Mr. Vartanoff asked, With regard to the transit street treatments and programs suggested in the J-Line recommendations, which had been forwarded to Muni in the Fall of 2002 and in his opinion were low cost/high return projects, is not the J-Line explicitly one of the lines covered in the consent decree in the Trans Dep law suite? Answering Mr. Vartanoff's question, Suany Chough (Planner, Capital Planning & Grants [Muni]) stated that with respect to all of the Rescue Muni recommendations, comments were considered as part the Short Range Transit Plan (SRTP) Amendment process as a result of the settlement signed with the Bayview Advocates. Mr. Vartanoff inquired as to the implementation of any of the projects in the near term. Ms. Chough explained that the advancing of the projects is a question of funding. As part of the settlement Muni was required to produce the SRTP amendment, prioritize the projects in Muni's Capital Improvement Program (CIP), and submitted the projects to the Metropolitan Transportation Commission (MTC) for funding consideration. The settlement did not require



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MTC to fund the specific projects. The projects are currently in Muni's CIP in line with every other project Muni has for funding.

The Chair called for Agenda Item 6 - Rapid Rail Project and Transit Preferential Streets Program (TPS) at this time.

3. Rapid Rail Project and Transit Preferential Streets Program (TPS) (Agenda Item 6 - Discussion/Action). The Chair commented that Ms. Chough would represent staff in lieu of Duncan Watry (Special Assistant, Capital Planning & Grants [Muni]) and address the Committee regarding this item. Ms. Chough stated that her understanding is that the Committee's concern was to receive an overview of the Rapid Rail and TPS Projects. The Chair stated that the reason for this agenda item was that the Committee had been trying to persuade Muni to advance the Rescue Muni Metro Committee recommendations. Ms. Downey expressed the opinion that none of the recommendations have been put into effect. The Chair stated that it was the Committee's understanding that a study would begin in 2005 with an implementation sometime in 2008 that would take into account Rescue Muni's recommendations. The Chair affirmed the Committee's desire to understand the projects currently being considered under the Rapid Rail Project and TPS Program. The Chair commented that it is the Committee's intent to consider possibly recommending advancing portions of the project/program with respect to the Rescue Muni recommendations.

Ms. Chough stated she was unsure of the Chair's comment about a study, but the 2002 SRTP included a placeholder for the Rapid Rail Project. She explained that an associated cost of \$52M as a conceptual planning level cost estimate was indicated in the SRTP for improvements along the J, L, M and N-Lines. The SRTP was amended as a result of the work of the advocates who help shape the signed settlement. Ms. Chough provided Committee Members and Rescue Muni Community Representatives copies of the SRTP Amendment (attachment). She elucidated, as required by the settlement, the SRTP Amendment had been approved by the Municipal Transportation Agency Board (MTAB) in December 2002 and subsequently sent to MTC for funding consideration. She commented that as part of the settlement, Muni was required to analyze twenty (20) projects identified in the settlement with respect to capital and operating costs, potential ridership gains, demographics along the lines' corridors, and the timeline. Ms. Chough stated that included in the SRTP Amendment document are the results of the analysis and the detailed projects descriptions. She referred the Committee to page 34 of the SRTP Amendment (Funding Needs Summary) and page 33 (TPS Program) in which rail and non-rail projects were mixed. Currently the CIP is being updated.

Mr. Vartanoff commented that the entire right-of-way from Junipero Serra to Balboa Park recently had been rebuilt. Mr. Vartanoff remarked that the SRTP Amendment FY2002 - FY2021, page 34, lists a TPS Project in the amount of \$5.6M for the K-Ingleside. **He asked what projects/work is involved/remains concerning the listed K-Ingleside TPS project that was not completed during the recent K-Line reconstruction project?** Ms. Chough explained that the K-Line Project began as a relatively simple rail replacement program that evolved into a larger streetscape project. Some signal-timing improvements had been made, which were not completely done, but to her knowledge hardware for signal preempts had been installed. **Mr. Vartanoff asked if a detailed list of items could be provided identifying the work that was not completed during the K-Line reconstruction project and work to be done under the listed K-Ingleside TPS project in the SRTP Amendment.**

The Chair stated that the Committee would submit a formal request through the Council's Secretary for information concerning this matter.

A general discussion concerning cost per new Muni rider and establishing projects priority took place.

Ms. Choung stated that for the June 5th MTA CAC meeting a presentation on the Short Range Transit Plan (SRTP)/Capital Improvements Projects (CIP) Drafts will be given. She explained that there are three TPS Rapid Rail Program - Rail, BRT and the Motor and Trolley Coaches Programs. Currently, only the five lines - the N-Judah, L-Taraval, M-Ocean View, K-Ingleside, and J-Church lines are included in the TPS Rail Program. The BRT Program includes Geary, Van Ness, Potrero-San Bruno, 19th Avenue, Hunters Point and the Folsom. The TPS Program for trolley and motor coaches include the Stockton-Columbus, Fillmore, Market Street, and 19-Polk Line.

Ms. Choung stated that locations that may not be included in the projects list would be eligible for TPS improvement under separate programs for colored and pedestrian lanes, bus bulb outs, and signal priority.

Ms. Choung confirmed that the cost of the Rapid Rail Program in the CIP would escalate in cost to the year that funding is anticipated and a different cost would reflect in the CIP. The CIP currently shows the Rapid Rail Program costing \$41M and in the next 20 years about \$60M in fund is available. A significant shortfall exists in all the programs and MTC funding assistance is being pursued to fund the projects. However, it is unclear as to how the funding gaps will be met.

In response to Ms. Downey's question concerning the implementation timeframe, Ms. Choung stated that the BRT projects require larger studies. Studies for Geary and Van Ness should begin in the next fiscal year (FY2004). With regard to the Rapid Rail and the other TPS projects, which are groups of smaller projects, i.e., boarding islands, signal priority systems that do not require significant study, funding for design and implementation would be needed. Ms. Choung stated that because of the current budget deficit the soonest funding would be available to any of the projects would not occur until 2005.

Paul Czechowicz (MTA CAC Liaison) commented that some engineering review and design would be necessary. Changes in signal prioritization would require an impact study of cross-streets services of Muni lines that cross prioritized corridors and a prioritization algorithm would have to be designed.

Bruce Oka asked considering the consent decree, is there a timeframe by which all the projects would have to be done? Ms. Choung replied that the settlement only required Muni to analyze the projects and submit the SRTP Amendment to MTC by the end of December 2002.

Mr. Strassner commented that the ideal time to proceed on some of the projects is when scheduled re-railing is to occur. Mr. Strassner inquired if the Capital Cost included the cost for re-railing? Ms. Choung stated that the re-railing is not included in Capital Cost. Ms. Choung stated that regarding the L-Line, Muni would certainly conduct community outreach regarding design and engineering plans prior to the L-Line re-railing. Peter Straus (Manager, Service

Planning) remarked that it is hoped that the L-Line will not be re-railed without some of the projects being incorporated.

Mr. Straus commented that downtown portions of the TPS projects are considered on an ongoing basis. He remarked that due to budgetary constraints Muni is trying to move ahead with the projects that are on a small scale and are of low cost.

Norman Rolfe inquired about the impact of the new Sales Tax on the funding of projects. Ms. Choung stated that all the projects were submitted to that process.

The Chair thanked Ms. Choung for attending and representing staff in response to Committee concerns.

The Committee immediately began to discuss Agenda Item 7.

4. Rescue Muni J, L, M & N Lines Recommendations Follow-up (Agenda Item 7 - Discussion/Action). Mr. Straus stated that responses to the recommendations are being prepared. Mr. Vartanoff commented that Rescue Muni supported the Green Division Safety Committee Joint Labor Management Board (JLMB) recommendation regarding repainting clearance lines (re-stripping the Church Street right-of-way in yellow) the entire length of Church Street. Mr. Strassner stated that he had attended a Rescue Muni Steering Committee meeting and recalled a discussion of a letter from the Department of Parking and Traffic (DPT) that responded to the recommendation. Mr. Straus commented that quite possibly the response addressed the issue that re-stripping of clearance lines in certain areas might create a de facto lane and the lane to the outside might be substandard. Mr. Czechowicz commented that a liability issue could arise concerning creating a substandard lane. Mr. Strassner agreed that the response did point out the de facto lane issue.

The Chair suggested that the JLMB recommendation concerning re-stripping the Church Street right-of-way be added to the recommendation list.

Mr. Straus commented that DPT is preparing a significant number of responses to the recommendation. He suggested that once the responses are received the Committee should prioritize the Rescue Muni recommendations, accordingly.

Mr. Strassner inquired if ample funds were available for implementing the projects suggested in the Rescue Muni recommendations? Ms. Choung replied that the current draft of the CIP does not include all the projects as suggested in the recommendations. She affirmed that the Rapid Rail Program is projected at an escalated \$41M in cost and a \$16M in funding shortfall of \$25M over 20 years included all Federal, State and Local revenue assumptions. Just considering the five rail TPS projects, it is assumed that \$8.3M would come from the reauthorization of Proposition B, \$7.8M in Federal funding. The other TPS projects have \$74M in cost and about \$30M in planned funding that is from local funds.

Ms. Downey expressed the opinion that if construction workers are in the area performing maintenance, work should be coordinated with implementing the suggested recommendations, such as installing bollard at Carl and Cole while repairing the disabled lift at the platform. Mr. Straus commended that the work is doable by change order. However, the budget of a project must be taken into consideration as well as the possibility that work that is to be performed

under a change order significantly increases a project's which is the result of the Contractor charging a higher rate.

Mr. Straus distributed to the Committee a partial response to the Rescue Muni recommendations (attachment) and indicated that a more detailed response would be forthcoming.

The Chair expressed the opinion that DPT staff should be present to discuss the Rescue Muni Recommendation and that the item would remain on the Committee's Agenda. Ms. Downey extended the Committee's thanks to Mr. Straus for addressing their concerns.

5. Current Status of Changes to the Service Standards FY03/04 (Agenda Item 5 - Discussion/Action). Mr. Czechowicz informed the Committee that Deborah Denison (Superintendent Performance Monitoring and Analysis (Operations) [Muni]) was unable to attend the meeting, but attached to the agenda was a document that provided the current status of changes to the Service Standards for FY03/04 in response to the recommendations made by the Council. Mr. Czechowicz stated that the changes had been forwarded to Daniel Murphy (Council Chair) for a response and no comments had been received. A discussion of the MTA CAC recommendations to the Service Standards occurred as follows:

- **Include a narrative for any major discrepancies.** Mr. Czechowicz stated that management indicated no change to the Service Standards regarding this recommendation. He explained that it is sometimes unknown what caused the major discrepancy and ample research time is not available before presenting standards to the MTAB. The Chair asked if the cause for any major discrepancy were known would a narrative be included? Mr. Czechowicz expressed the opinion that currently it is not planned to include a narrative. **Mr. Strassner suggested that a statement should be included that the reason for particular major discrepancies is unknown and the reason for the discrepancy is under study.**
- **Service Standard 1a** - Mr. Czechowicz stated that the recommended change is still under discussion. He explained the impact of how changing the collection of data would have on current reports. The Chair stated that standard indicate a check twice a year and the Council was recommending that each line be checked once every six-month period. The Chair reaffirmed that the Committee's recommendation as approved by the Council was an attempt to point out that the periodicity of checking a specific line should not occur at the extreme ends of any six-month period, i.e., if a line is checked in the month of January during the first six-month period then that line check should not occur at the at the end of the second six-month period (December). The Committee is concerned that the line checks would be spaced an extreme period of time apart before the second line check is performed.
- **Service Standards 2a, 3a, 6a, 9a, 5d and 5e.** Management has agreed to changes/inclusions as recommended by the Council.
- **Service Standard 2d.** At this point, Muni cannot incur additional expense with publishing the timetable more than one a year.

Mr. Rolfe stated that he had not received a response to his informal request for information that a Cable Car grip change counts as a road call.

The Chair stated that the Committee should consider a motion that a narrative should be included in the Service Standards indicating the reasons of known major discrepancies and if the reason for any major discrepancy is unknown a statement indicating this fact should be included.

Mr. Strassner expressed his opinion regarding the advantages in addresses the reason why a major discrepancies is known and unknown in the Service Standards.

Mr. Czechowicz pointed out that the Committee should realize that Service Standards are reported on a quarterly basis. Data is gathered as quickly as possible meeting quarterly reports requirements. A close analysis of the data in some instances cannot be immediately done. The data is used for service reliability, schedule adherence, and accidents reporting which are tied to Muni's Incentive Program. Incentives must be paid within a certain number of days of occurrence. Mr. Czechowicz suggested that the Committee should consider making a recommendation that a separate report should be created analyzing the results of the Service Standards that basically describe any need for an analysis of the Service Standards

Mr. Strassner suggested the following resolution:

That if Muni cannot provide reasons for any major discrepancies at the time quarterly reports and Service Standards are required for submission, Muni should provide a report explaining all discrepancies within 60 days published results.

Mr. Oka moved the following motion, which was seconded by Ms. Cauthen:

Motion: Create a report explaining major discrepancies from the Service Standards due within thirty-days from publication of the Service Standards.

The motion passed unanimously.

Joan Downey (Chair), Sue Cauthen, Bruce Oka, Norman Rolfe **voted yes**; Daniel Murphy **absent**.

6. **39 Coit Service Improvement Follow-up** (Agenda Item 8 - Discussion/Action). The Chair explained to the Committee that Bill Seelinger (Telegraph Hill Dwellers) would present a proposal regarding the 39-Coit next month (June).

7. **Cable Car Follow-up** (Agenda Item 9 - Discussion/Action). The Chair indicated that there was no follow-up regarding this item. Mr. Czechowicz stated that he had anticipated receiving a report from Brendan Scanlan (Superintendent of Cable Car Operations) but nothing had been received.

8. **Review and adopt minutes for March 17 and April 21, 2003** (Agenda Item 2 - Discussion/Action). Mr. Oka moved the following, which was seconded by Ms. Cauthen:

Motion: The minutes of the SRQC for March 17 and April 21, 2003 are adopted.

The motion passed unanimously.

Joan Downey (Chair), Sue Cauthen, Bruce Oka, Norman Rolfe **voted yes**; Daniel Murphy **absent**.

9. **Public Comment.** The Chair called for public comment at this time and none was given.

10. **Schedule Upcoming Meetings and Agenda Items** (Agenda Item 11 - Discussion/Action). The Chair indicated that the Committee would hold discussions regarding Station Operations with Jim Kelly (Senior Operations Manager-Operations Analysis). Ms. Downey indicated that she would not be at the next meeting and asked that a Committee Member volunteer to serve as Acting Chair. Mr. Oka agreed to serve as Acting Chair for the Committee's June 16th meeting.

11. **Report of the Chair** (Agenda Item 4 - Discussion/Action). The Chair did not call this item.

12. **Committee Members' Questions/Information Request** (Agenda Item 10 - Discussion/Action). Committee Members submitted no questions/information request.

13. **Adjournment** (Agenda Item 12). The Chair adjourned the meeting at 4:30pm.

Attachment:

Agenda Item 6 - Amendment to FY2002-FY2021 Short Range Transit Plan

Agenda Item 7 - Summary of Rescue Muni & Recommended Metro Improvements

